

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi. Yes. My name is Kiersten McNiel, and I have not received my insurance card. And I was trying to see how I can go about doing that. Yeah. I could possibly email them to you, just so you have them. What's that staffing agency you work for? Um, ACC. And the last four of your social? 4351. And for security purposes, can you verify your home address, including city, state and zip code? 4077 E. Crawford St., Apartment 17, Metz, Georgia 31755. And confirm your date of birth. 08/12/96. And a good telephone number to have is 229-289-2810. Yes. That's correct. And the email I have kiersten.mcniel@yahoo.com? Yes. Okay. Well, here, do you mind if I place you in a brief hold while I email you the information? That's fine. Okay. Hello. Are you still there? Yes. I am. Awesome. Thank you so much for holding. So two things. Um, first thing, I was able to pull up your dental ID card. However, when it came to your medical and your vision ID card, turns out that one hasn't been generated just yet. So what I have to do, I have to email my back office, have them send a manual update to the insurance carrier. And then once I receive word back from my back office, I can give you a call back, letting you know I sent you your ID card. Okay. That's fine. Okay. But I went ahead and emailed you your dental ID card, just so you have it. Um, den- the email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com, okay? Okay. Okay. So like I said, let me reach out to my back office, have them send that manual update for you. And then once I do receive word back regarding the ID card, I will give you that call back. Okay, Ms. McNiel? Okay. Thank you so much. You're welcome. You have a great day, okay? Thank you. You, too. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hi. Yes. My name is Kiersten McNiel, and I have not received my insurance card. And I was trying to see how I can go about doing that.

Speaker speaker_0: Yeah. I could possibly email them to you, just so you have them. What's that staffing agency you work for?

Speaker speaker_1: Um, ACC.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 4351.

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and zip code?

Speaker speaker_1: 4077 E. Crawford St., Apartment 17, Metz, Georgia 31755.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 08/12/'96.

Speaker speaker_0: And a good telephone number to have is 229-289-2810.

Speaker speaker_1: Yes. That's correct.

Speaker speaker_0: And the email I have kiersten.mcniel@yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Well, here, do you mind if I place you in a brief hold while I email you the information?

Speaker speaker_1: That's fine.

Speaker speaker_0: Okay. Hello. Are you still there?

Speaker speaker_1: Yes. I am.

Speaker speaker_0: Awesome. Thank you so much for holding. So two things. Um, first thing, I was able to pull up your dental ID card. However, when it came to your medical and your vision ID card, turns out that one hasn't been generated just yet. So what I have to do, I have to email my back office, have them send a manual update to the insurance carrier. And then once I receive word back from my back office, I can give you a call back, letting you know I sent you your ID card.

Speaker speaker_1: Okay. That's fine.

Speaker speaker_0: Okay. But I went ahead and emailed you your dental ID card, just so you have it. Um, den- the email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. So like I said, let me reach out to my back office, have them send that manual update for you. And then once I do receive word back regarding the ID card, I will give you that call back. Okay, Ms. McNiel?

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: Thank you. You, too.

Speaker speaker_0: All right. Bye-bye.