

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey, Justin. Uh, my name's Joseph Nagy and I need new cards. Uh, I've been told by my care providers that my group number is, o- on my current cards is no longer correct. Okay. Um, let me check on that for you. What's the staffing agency you work for? Uh, HG Staffing. And the last four of your Social? 3653. And for security purposes, can you verify the home address, including city, state and zip code, Joseph? 3897 Highland Road, McMinnville, Tennessee 37110. And confirm your date of birth. 05/19/78. And a good telephone number I have for you is 952-3151? That is correct. And the email I have is janagyjunior@proton.me? Yes. Okay. Um, so what I'll go ahead and do, I'll email you the ID cards just so you have them, and then I'll email the insurance carrier to put in a request for physical ID cards to be made out to you. Um, do you mind if I place you on a brief hold while I do all of that? Uh, please go right ahead. Awesome. I'll be right back for you, okay? All right. Thank you. Mm-hmm. You're welcome. Hello, Joseph. You still there? Yes, sir. I am. Awesome. Thank you so much for holding. So two things. Uh, first thing, I emailed you all of your ID cards to the email that we had on file. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandcard.com. However, if you don't see it in your inbox, be sure to check the spam or check the junk folder. Secondly, I also emailed the insurance carrier as well, put in a request for physical ID cards to be mailed out to you, so you should receive those in seven to 10 business days. Okay? All right. I appreciate it. Thank you very much, Justin. Was there anything I can help you out with today? No, that was it. Thank you very much. You're welcome. You have a great weekend. Okay? You too. Goodbye. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hey, Justin. Uh, my name's Joseph Nagy and I need new cards. Uh, I've been told by my care providers that my group number is, o- on my current cards is no longer correct.

Speaker speaker_1: Okay. Um, let me check on that for you. What's the staffing agency you work for?

Speaker speaker_2: Uh, HG Staffing.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 3653.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and zip code, Joseph?

Speaker speaker_2: 3897 Highland Road, McMinnville, Tennessee 37110.

Speaker speaker_1: And confirm your date of birth.

Speaker speaker_2: 05/19/78.

Speaker speaker_1: And a good telephone number I have for you is 952-3151?

Speaker speaker_2: That is correct.

Speaker speaker_1: And the email I have is janagyjunior@proton.me?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, so what I'll go ahead and do, I'll email you the ID cards just so you have them, and then I'll email the insurance carrier to put in a request for physical ID cards to be made out to you. Um, do you mind if I place you on a brief hold while I do all of that?

Speaker speaker_2: Uh, please go right ahead.

Speaker speaker_1: Awesome. I'll be right back for you, okay?

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: Mm-hmm. You're welcome. Hello, Joseph. You still there?

Speaker speaker_3: Yes, sir. I am.

Speaker speaker_1: Awesome. Thank you so much for holding. So two things. Uh, first thing, I emailed you all of your ID cards to the email that we had on file. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandcard.com. However, if you don't see it in your inbox, be sure to check the spam or check the junk folder. Secondly, I also emailed the insurance carrier as well, put in a request for physical ID cards to be mailed out to you, so you should receive those in seven to 10 business days. Okay?

Speaker speaker_3: All right. I appreciate it. Thank you very much, Justin.

Speaker speaker_1: Was there anything I can help you out with today?

Speaker speaker_3: No, that was it. Thank you very much.

Speaker speaker_1: You're welcome. You have a great weekend. Okay?

Speaker speaker_3: You too. Goodbye.

Speaker speaker_1: All right. Bye-bye.