

## **Transcript: Justin**

**Mills-5116943237955584-5717867612913664**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey, um, my name's Abdul. I'm looking to get my insurance card. Yeah, let me check on that. What's the staffing agency you work for? Ground Staff. And the last four of your social? 7351. And for security purposes, can you verify your home address, including city, state and zip code? 889 South Lorraine Road, Wheaton, uh, 60189, Illinois, Apartment 216. And your date of birth? 01/01/1997. And a good telephone number to have is 344-2082. Yes. And the email I have is abdullati997@gmail. Yep. Okay. Well, here, do you mind if I place you in a brief hold while I email the ID card to you? All right, yeah. Sounds good. Hello. Are you still there? Yeah, I'm here. Awesome. Thank you so much for holding. Went ahead and emailed the ID card to the email that was on file. The email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsinacard.com, okay? All right. Let me check. Got it. Got it. I see it. Okay. Is there anything else I could help you out with today? I'm trying to see your... Yeah. Okay. So where can I go... Where can I not go? So there are telephone numbers in the email. Um, if you do call them, provide them with your zip code. They'll give you a list of doctors and providers in that location. Phone number on, on the plan? On the medical plan? No, sir. There's telephone numbers in the email for medical, dental and vision providers. Uh, you would call the number that says For Medical Providers. Should say MultiPlan. Oh, I see it. I see it. Thank you. You're welcome. You have a great day, okay? Hey, before you go, I'm sorry. Yes. How much am I paying for this? Uh... How much am I paying? So the total premium is \$15.67 a week. Wow. Okay. All right. Thank you. You're welcome. You have a great day, okay? You too.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hey, um, my name's Abdul. I'm looking to get my insurance card.

Speaker speaker\_1: Yeah, let me check on that. What's the staffing agency you work for?

Speaker speaker\_2: Ground Staff.

Speaker speaker\_1: And the last four of your social?

Speaker speaker\_2: 7351.

Speaker speaker\_1: And for security purposes, can you verify your home address, including city, state and zip code?

Speaker speaker\_2: 889 South Lorraine Road, Wheaton, uh, 60189, Illinois, Apartment 216.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: 01/01/1997.

Speaker speaker\_1: And a good telephone number to have is 344-2082.

Speaker speaker\_2: Yes.

Speaker speaker\_1: And the email I have is abdullati997@gmail.

Speaker speaker\_2: Yep.

Speaker speaker\_1: Okay. Well, here, do you mind if I place you in a brief hold while I email the ID card to you?

Speaker speaker\_2: All right, yeah. Sounds good.

Speaker speaker\_1: Hello. Are you still there?

Speaker speaker\_2: Yeah, I'm here.

Speaker speaker\_1: Awesome. Thank you so much for holding. Went ahead and emailed the ID card to the email that was on file. The email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsinacard.com, okay?

Speaker speaker\_2: All right. Let me check. Got it. Got it. I see it.

Speaker speaker\_1: Okay. Is there anything else I could help you out with today?

Speaker speaker\_2: I'm trying to see your... Yeah. Okay. So where can I go... Where can I not go?

Speaker speaker\_1: So there are telephone numbers in the email. Um, if you do call them, provide them with your zip code. They'll give you a list of doctors and providers in that location.

Speaker speaker\_2: Phone number on, on the plan? On the medical plan?

Speaker speaker\_1: No, sir. There's telephone numbers in the email for medical, dental and vision providers. Uh, you would call the number that says For Medical Providers. Should say MultiPlan.

Speaker speaker\_2: Oh, I see it. I see it. Thank you.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: Hey, before you go, I'm sorry.

Speaker speaker\_1: Yes.

Speaker speaker\_2: How much am I paying for this?

Speaker speaker\_1: Uh...

Speaker speaker\_2: How much am I paying?

Speaker speaker\_1: So the total premium is \$15.67 a week.

Speaker speaker\_2: Wow. Okay. All right. Thank you.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: You too.