

Transcript: Justin

Mills-5122266838384640-5109657082839040

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, hello. This is Desmond Lewis. I'm calling... I work on the MAU. I was calling for the health benefits, three in a row. Okay, so MAU. What's the last four of your social? Uh, six, zero, five, five. And for security purposes, can you verify your home address, including city, state and zip code, Desmond? 1691 Foley Road, Charleston, South Carolina, 29412. And your date of birth? Uh, January 24th was my birth date. And a good telephone number have is 843-303-6227. Yes, sir. And the email I have is l-e-w-d-e-z-2-2-1-5@gmail.com? Yes, sir. Okay, so let's see here. So looking at the file, looks like you're actually enrolled into the Insure Plus Basic, which is a medical plan, and the MBC Standalone, which is another medical plan for employee only. Um, did you want to make any changes to that or do you want to keep that? Uh, the same thing. Keep the same thing? Okay. Um, so I can... Have you received your ID cards yet by any chance or no? Yeah, I already received them. Okay. Um, so I can possibly email them to you real quick. Do you mind if I place you on a brief hold while I do that? Uh, yeah, you can do that. Okay. Hello, Desmond. You still there? Uh, yes, sir. Awesome. Thanks so much for holding. So I went ahead and emailed you your ID cards to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder. Okay? Okay. I got it. Okay. Well, is there anything else I can help you out with today? Uh, no, sir. That's it. Awesome. Well, you have a wonderful weekend, okay? Okay. Appreciate it. You're welcome. Bye-bye.

Conversation Format

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

Speaker speaker_1: Uh, hello. This is Desmond Lewis. I'm calling... I work on the MAU. I was calling for the health benefits, three in a row.

Speaker speaker_0: Okay, so MAU. What's the last four of your social?

Speaker speaker_1: Uh, six, zero, five, five.

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

Speaker speaker_1: 1691 Foley Road, Charleston, South Carolina, 29412.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: Uh, January 24th was my birth date.

Speaker speaker_0: And a good telephone number have is 843-303-6227.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is l-e-w-d-e-z-2-2-1-5@gmail.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay, so let's see here. So looking at the file, looks like you're actually enrolled into the Insure Plus Basic, which is a medical plan, and the MBC Standalone, which is another medical plan for employee only. Um, did you want to make any changes to that or do you want to keep that?

Speaker speaker_1: Uh, the same thing.

Speaker speaker_0: Keep the same thing? Okay. Um, so I can... Have you received your ID cards yet by any chance or no?

Speaker speaker_1: Yeah, I already received them.

Speaker speaker_0: Okay. Um, so I can possibly email them to you real quick. Do you mind if I place you on a brief hold while I do that?

Speaker speaker_1: Uh, yeah, you can do that.

Speaker speaker_0: Okay.

Speaker speaker_2: Hello, Desmond. You still there?

Speaker speaker_1: Uh, yes, sir.

Speaker speaker_2: Awesome. Thanks so much for holding. So I went ahead and emailed you your ID cards to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder. Okay?

Speaker speaker_1: Okay. I got it.

Speaker speaker_2: Okay. Well, is there anything else I can help you out with today?

Speaker speaker_1: Uh, no, sir. That's it.

Speaker speaker_2: Awesome. Well, you have a wonderful weekend, okay?

Speaker speaker_1: Okay. Appreciate it.

Speaker speaker_2: You're welcome. Bye-bye.