

Transcript: Justin

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Full Transcript

All righty, calling benefits. This is Justin. How can I help you today? Hi. Um, I... Uh, my, um, employer switched over to you guys, but they had my address wrong, so I didn't receive my new benefits card, and I was hoping you could mail me one. Yeah. What's the staffing agency you work for? Noor, N-O-O-R. And the last four of your Social? 6244. And your first and last name? Kaelin, K-A-E-L-I-N, and Miller, M-I-L-L-E-R. And for security purposes, could you verify the home address, including city, state and zip code, Kaelin? The one that's on file? Correct. Or the one... The new one? Okay. It should be 2733 Brown Street, Apartment 2, Philadelphia, PA, 19130. Okay. Well, it's a new address, I can go ahead and update it for you. Yeah. Um, it's 31 18 28th Avenue, 3R Astoria, New York, 11102. And Astoria, A-S-T-O-R-I-A? Yes. Okay. And can I confirm your date of birth? August 20th, 1998. And a good telephone number I have is 412-951-9101. Yes. And the email I have is kaelinmayermiller@gmail. Perfect. Thank you. Okay. Well, here, do you mind if I place you on a brief hold while I email the ID cards to you and then I'll put in a request for new physical ones to be mailed out? Yeah, that'd be great. Thank you. You're welcome. Hello, Kaelin. Hi. Awesome. Thank you so much for holding. Uh, so two things. First thing, um, I 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, @benefitsandcard.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder. Also, secondly, I emailed the insurance carrier as well, put in a request for new physical ID cards to be mailed out to you. So, you should receive those within seven to 10 business days. Okay? Awesome. Thank you so much. You're welcome. Is there anything else I can help you out with today? No, that's all. Have a good day. Thank you. You as well. Bye-bye.

Conversation Format

Speaker speaker_0: All righty, calling benefits. This is Justin. How can I help you today?

Speaker speaker_1: Hi. Um, I... Uh, my, um, employer switched over to you guys, but they had my address wrong, so I didn't receive my new benefits card, and I was hoping you could mail me one.

Speaker speaker_0: Yeah. What's the staffing agency you work for?

Speaker speaker_1: Noor, N-O-O-R.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 6244.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Kaelin, K-A-E-L-I-N, and Miller, M-I-L-L-E-R.

Speaker speaker_0: And for security purposes, could you verify the home address, including city, state and zip code, Kaelin?

Speaker speaker_1: The one that's on file?

Speaker speaker_0: Correct.

Speaker speaker_1: Or the one... The new one? Okay. It should be 2733 Brown Street, Apartment 2, Philadelphia, PA, 19130.

Speaker speaker_0: Okay. Well, it's a new address, I can go ahead and update it for you.

Speaker speaker_1: Yeah. Um, it's 31 18 28th Avenue, 3R Astoria, New York, 11102.

Speaker speaker_0: And Astoria, A-S-T-O-R-I-A?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And can I confirm your date of birth?

Speaker speaker_1: August 20th, 1998.

Speaker speaker_0: And a good telephone number I have is 412-951-9101.

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is kaelinmayermiller@gmail.

Speaker speaker_1: Perfect. Thank you.

Speaker speaker_0: Okay. Well, here, do you mind if I place you on a brief hold while I email the ID cards to you and then I'll put in a request for new physical ones to be mailed out?

Speaker speaker_1: Yeah, that'd be great. Thank you.

Speaker speaker_0: You're welcome. Hello, Kaelin.

Speaker speaker_1: Hi.

Speaker speaker_0: Awesome. Thank you so much for holding. Uh, so two things. First thing, um, I 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, @benefitsandcard.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder. Also, secondly, I emailed the insurance carrier as well, put in a request for new physical ID cards to be mailed out to you. So, you should receive those within seven to 10 business days. Okay?

Speaker speaker_1: Awesome. Thank you so much.

Speaker speaker_0: You're welcome. Is there anything else I can help you out with today?

Speaker speaker_1: No, that's all. Have a good day. Thank you.

Speaker speaker_0: You as well. Bye-bye.