

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. My name is Jha Muhammadu and I was just wondering if you can help me activate my Medicare. I did not receive any email about it. Um, activate Medicare? Um- Yeah. Okay. Well, do you work for a staffing agency? Uh, Surge Staffing. Surge Staffing and the last four of your Social? Uh, it's 2050. You said 2050? Yep. Okay. Surge, two zero five zero. And what was your first and last name again? I'm sorry. Muhammadu Jha. Mohammad. Yeah, Muhammadu Jha. And I've been working for Surge for the last three months so just trying to get my Medicare activated so I can see a da- a dentist for my tooth. I do have a tooth problem. Okay, and will you spell your last name for me? Uh, D-I-A. Okay. Just had to confirm a couple things. And for security purposes, can you verify your home address, including city, state and zip code, Mohammed? Uh, 752 Countryside Lane, Apartment six, Dayton, Ohio 45365. And your date of birth? My date of birth is, uh, 12/17/97. And a good telephone number I have is 937-710-1375. Come again, I did not hear it. A good telephone number I have is 937-710-1375. ... 10-1375. Yep. Yes, sir. Okay. And the email I have is H-A-M-A-D-I-L-I-N-E zero one at gmail. Uh, H-A-M-A-D-I-L-I-N-E O one at gmail.com. But I moved out. I'm, I, I, I do not live at that apartment anymore. Sure. So I can give you a new address for you to send it to me. Is that okay? Yeah. What's the new address for you? What's my address here? Eight, 8... Where does it go? 826 10th Mary's... Let me just double check in the phone. So it's a new place so I don't wanna do any mistake and then I'll have a call, okay? Okay. Hello? Okay, just a moment please. Uh, it's, actually it's 806 10th Mary's Apartment C in Ohio. Apartment C. Um, so you said 10th? Hmm? Come again? So 806 10th? No. Uh, uh, 806 S T space M-A-R-Y Apartment C. Apartment C, okay. So Sidney, Ohio 45365? Yep. Okay. Well, here, do you mind if I place you on a brief hold while I email the information to you just so you have it? Okay. You, you, okay, you can send it to me by email right now. I'll have a look and activate it if you want. Okay. Um, so looking at the calendar, you are currently active right now so there's no need to activate the ID card. Um- Okay. Once I send it to you it's good to go. But just bear with me one second, okay? Okay. Okay. Hello? Hello, are you still there? Yeah. 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. Like, and when the card will come? Um, so I put in the request for that so you should be receiving it within seven to 10 business days, okay? Okay. All right. Seven to 10 days. Yes, sir. Is there anything else I could assist you with today? No, that's about it. That's about it. Thank you, sir. I really appreciate your help. You're welcome. You have a great day, okay? Thank you. You too. Bye-bye. All right, 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: Hi, Justin. My name is Jha Muhammadu and I was just wondering if you can help me activate my Medicare. I did not receive any email about it.

Speaker speaker_0: Um, activate Medicare? Um-

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Well, do you work for a staffing agency?

Speaker speaker_1: Uh, Surge Staffing.

Speaker speaker_0: Surge Staffing and the last four of your Social?

Speaker speaker_1: Uh, it's 2050.

Speaker speaker_0: You said 2050?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. Surge, two zero five zero. And what was your first and last name again? I'm sorry.

Speaker speaker_1: Muhammadu Jha.

Speaker speaker_0: Mohammad.

Speaker speaker_1: Yeah, Muhammadu Jha. And I've been working for Surge for the last three months so just trying to get my Medicare activated so I can see a da- a dentist for my tooth. I do have a tooth problem.

Speaker speaker_0: Okay, and will you spell your last name for me?

Speaker speaker_1: Uh, D-I-A.

Speaker speaker_0: Okay. Just had to confirm a couple things. And for security purposes, can you verify your home address, including city, state and zip code, Mohammed?

Speaker speaker_1: Uh, 752 Countryside Lane, Apartment six, Dayton, Ohio 45365.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: My date of birth is, uh, 12/17/97.

Speaker speaker_0: And a good telephone number I have is 937-710-1375.

Speaker speaker_1: Come again, I did not hear it.

Speaker speaker_0: A good telephone number I have is 937-710-1375.

Speaker speaker_1: ... 10-1375. Yep. Yes, sir.

Speaker speaker_0: Okay. And the email I have is H-A-M-A-D-I-L-I-N-E zero one at gmail.

Speaker speaker_1: Uh, H-A-M-A-D-I-L-I-N-E O one at gmail.com. But I moved out. I'm, I, I, I do not live at that apartment anymore.

Speaker speaker_0: Sure.

Speaker speaker_1: So I can give you a new address for you to send it to me. Is that okay?

Speaker speaker_0: Yeah. What's the new address for you?

Speaker speaker_1: What's my address here? Eight, 8... Where does it go? 826 10th Mary's... Let me just double check in the phone. So it's a new place so I don't wanna do any mistake and then I'll have a call, okay?

Speaker speaker_0: Okay.

Speaker speaker_1: Hello?

Speaker speaker_0: Okay, just a moment please.

Speaker speaker_1: Uh, it's, actually it's 806 10th Mary's Apartment C in Ohio. Apartment C.

Speaker speaker_0: Um, so you said 10th?

Speaker speaker_1: Hmm? Come again?

Speaker speaker_0: So 806 10th?

Speaker speaker_1: No. Uh, uh, 806 S T space M-A-R-Y Apartment C.

Speaker speaker_0: Apartment C, okay.

Speaker speaker_1: So Sidney, Ohio 45365?

Speaker speaker_3: Yep.

Speaker speaker_0: Okay. Well, here, do you mind if I place you on a brief hold while I email the information to you just so you have it?

Speaker speaker_1: Okay. You, you, okay, you can send it to me by email right now. I'll have a look and activate it if you want.

Speaker speaker_0: Okay. Um, so looking at the calendar, you are currently active right now so there's no need to activate the ID card. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: Once I send it to you it's good to go. But just bear with me one second, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay.

Speaker speaker_1: Hello?

Speaker speaker_0: Hello, are you still there?

Speaker speaker_1: Yeah.

Speaker speaker_0: 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. Like, and when the card will come?

Speaker speaker_0: Um, so I put in the request for that so you should be receiving it within seven to 10 business days, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: All right.

Speaker speaker_1: Seven to 10 days.

Speaker speaker_0: Yes, sir. Is there anything else I could assist you with today?

Speaker speaker_1: No, that's about it. That's about it. Thank you, sir. I really appreciate your help.

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

Speaker speaker_1: Thank you. You too. Bye-bye.

Speaker speaker_0: All right, bye-bye.