

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, uh, this is, uh, Eric Gearheart. I am, uh, I'm trying to find my... I have an account. I haven't used you guys yet, and I'm trying to find my, my insurance card. I just... Where I got your number is, actually, I just found out, it was either mailed or emailed. So, I don't know if I could- Yeah. Yeah. I possibly emailed the ID card to you. What's the staffing agency you work for? Uh, Associated Staffing. Associated Staffing. And the last four of your social? Uh, 0830. Yeah, okay. And for security purposes, could you verify your home address, including city, state and zip code, Eric? Uh, yeah. I live in Given, Nebraska, 603 West Avenue, 68840. And confirm your date of birth? Oh, yeah, sure. Uh, oh, 08/18/1997. And a good telephone number have us 308-440-3790? That is correct. And the email I have is eheart97@live.com? Yep. Okay. Well, here, do you mind if I place you on a brief hold while I email that information to you? Yeah. Okay. Hello, Eric. You still there? Yeah, I'm, still here. Awesome. Thank you so much for holding. So I went ahead and emailed you your ID card 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, @benefitsinacard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder, okay? Sounds good. Um, and then, could you confirm if I have dental insurance? I think I do, but I'm not 100% sure. Um, so the only thing I'm seeing on my file is the ME CTeleRx, which is your medical plan, and then Vision for Employee Only. Hmm. Oh, great. Okay. Yep. Uh, yeah, I do see it, so. Okay. Is there anything else- But- ... I can assist you with today, Eric? Uh, no. Uh, unless I can get, have dental, but nah, I don't think I can, so. Um, correct, 'cause you are outside of your personal open enrollment period. Yes, sir. Yeah. Yeah, I, I figured. I, I usually don't do teeth stuff, but I had a feeling, feeling fall out and I was like, "Uh, I better go get that taken care of," so. Totally understand. Is there anything else I can assist you with today? Uh, no, I should... Uh, that's kinda all. Just try and... I was trying to find it, so. So- Oh, you haven't received the email yet? No, I did get it. Oh, okay. Okay. Um, well, you have a wonderful day, okay? Yep. Thank you. All right. Bye-bye. Yep. Bye.

Conversation Format

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

Speaker speaker_1: Hi, uh, this is, uh, Eric Gearheart. I am, uh, I'm trying to find my... I have an account. I haven't used you guys yet, and I'm trying to find my, my insurance card. I just... Where I got your number is, actually, I just found out, it was either mailed or emailed. So, I

don't know if I could-

Speaker speaker_0: Yeah.

Speaker speaker_1: Yeah.

Speaker speaker_0: I possibly emailed the ID card to you. What's the staffing agency you work for?

Speaker speaker_1: Uh, Associated Staffing.

Speaker speaker_0: Associated Staffing. And the last four of your social?

Speaker speaker_1: Uh, 0830.

Speaker speaker_0: Yeah, okay. And for security purposes, could you verify your home address, including city, state and zip code, Eric?

Speaker speaker_1: Uh, yeah. I live in Given, Nebraska, 603 West Avenue, 68840.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: Oh, yeah, sure. Uh, oh, 08/18/1997.

Speaker speaker_0: And a good telephone number have us 308-440-3790?

Speaker speaker_1: That is correct.

Speaker speaker_0: And the email I have is eheart97@live.com?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. Well, here, do you mind if I place you on a brief hold while I email that information to you?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Hello, Eric. You still there?

Speaker speaker_1: Yeah, I'm, still here.

Speaker speaker_0: Awesome. Thank you so much for holding. So I went ahead and emailed you your ID card 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, @benefitsinacard.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: Sounds good. Um, and then, could you confirm if I have dental insurance? I think I do, but I'm not 100% sure.

Speaker speaker_0: Um, so the only thing I'm seeing on my file is the ME CTeleRx, which is your medical plan, and then Vision for Employee Only.

Speaker speaker_1: Hmm. Oh, great. Okay. Yep. Uh, yeah, I do see it, so.

Speaker speaker_0: Okay. Is there anything else-

Speaker speaker_1: But-

Speaker speaker_0: ... I can assist you with today, Eric?

Speaker speaker_1: Uh, no. Uh, unless I can get, have dental, but nah, I don't think I can, so.

Speaker speaker_0: Um, correct, 'cause you are outside of your personal open enrollment period. Yes, sir.

Speaker speaker_1: Yeah. Yeah, I, I figured. I, I usually don't do teeth stuff, but I had a feeling, feeling fall out and I was like, "Uh, I better go get that taken care of," so.

Speaker speaker_0: Totally understand. Is there anything else I can assist you with today?

Speaker speaker_1: Uh, no, I should... Uh, that's kinda all. Just try and... I was trying to find it, so. So-

Speaker speaker_0: Oh, you haven't received the email yet?

Speaker speaker_1: No, I did get it.

Speaker speaker_0: Oh, okay. Okay. Um, well, you have a wonderful day, okay?

Speaker speaker_1: Yep. Thank you.

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_1: Yep. Bye.