Transcript: Justin Mills-5246166300934144-4744325192531968

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Uh, yes, um, I would like to email the, uh, the ID card and the stuff for my coverage. So you need your ID cards emailed to you? Yes, please. Okay. What's the staffing agency you work for? Um, uh, BGFCID. Yeah. So BG Staffing? Uh-huh. And the last four of your social? 6648. And what was your first and last name? Nelson Martinez. And for security purposes, could you verify your home address, including city, state and zip code, Nelson? 9330 Fremont Way, Reno, Nevada 89506. But I need to change the address, please, if, if it's possible, or do I have to do it, uh, online? Uh, what's the updated address? It's 2025 McLeod Avenue, Reno, Nevada 895- uh, 9512. And just to confirm, 2025 McLeod Avenue, Reno, Nevada 89512? Yes. Okay. And confirm your date of birth for me. November 21st, 1972. And a good telephone number you have is 775-351-3092. Yes. And the email I have is jermaine_1121@Yahoo. Yes. Okay. Well, here, do you mind if I place you in a brief hold while I email that information to you? Okay. No prob. Hello, Nelson. You still there? Yes. 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- Okay. ... see them in your inbox, be sure to check your spam or check your junk folder, okay? Okay. Okay. Is there anything else I could help you out with today? Um, no, that's all. Thank you very much. You're welcome. You have a great day, okay? Uh, you too. Thanks. Bye. All right. Bye-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: Uh, yes, um, I would like to email the, uh, the ID card and the stuff for my coverage.

Speaker speaker_0: So you need your ID cards emailed to you?

Speaker speaker_1: Yes, please.

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

Speaker speaker_1: Um, uh, BGFCID. Yeah.

Speaker speaker_0: So BG Staffing?

Speaker speaker_1: Uh-huh.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 6648.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Nelson Martinez.

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

Speaker speaker_1: 9330 Fremont Way, Reno, Nevada 89506. But I need to change the address, please, if, if it's possible, or do I have to do it, uh, online?

Speaker speaker_0: Uh, what's the updated address?

Speaker speaker_1: It's 2025 McLeod Avenue, Reno, Nevada 895- uh, 9512.

Speaker speaker_0: And just to confirm, 2025 McLeod Avenue, Reno, Nevada 89512?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And confirm your date of birth for me.

Speaker speaker_1: November 21st, 1972.

Speaker speaker_0: And a good telephone number you have is 775-351-3092.

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is jermaine_1121@Yahoo.

Speaker speaker_1: Yes.

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

Speaker speaker_1: Okay. No prob.

Speaker speaker_0: Hello, Nelson. You still there?

Speaker speaker_1: Yes.

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-

Speaker speaker_1: Okay.

Speaker speaker_0: ... see them in your inbox, be sure to check your spam or check your junk folder, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Is there anything else I could help you out with today?

Speaker speaker_1: Um, no, that's all. Thank you very much.

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

Speaker speaker_1: Uh, you too. Thanks. Bye.

Speaker speaker_0: All right. Bye-bye.