

## **Transcript: Justin**

**Mills-5252799072223232-6602558043242496**

### **Full Transcript**

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Um, yeah, I had got insurance through my job, and I wanted to know when my, um, like, the f- what is it called? That, like, the health card was gonna come. Yeah, let me check on that for you. What's that staffing agency you work for? Uh, it's WDP. WDP, let's see. You think it goes by a different name? Uh, let me check. Check, check, check, check. Um, uh, Work Forecast? Or Forecast? You mean Workforce Strategies? I think so. It say work and then F-O-R-C-E-S-T. Okay, so Workforce Strategies. And the last four of your social? 0752. And what was your first and last name? Alaysia White. And for security purposes, could you verify your home address, including city, state and zip code? Yep. It's, uh, 3571 South Circle Drive, Apartment 1C, Kalamazoo, Michigan, 49004. And confirm your date of birth? 12/21/04. And a good telephone number I have is 269-370-6673? Yes. And the email I have is alasiawhite@, um, @gmail? Yeah. Okay, so let's see here. So, checking the calendar, it looks like you became active in the coverage as of this past Monday, the 5th, so you should be receiving all of your physical ID cards early next week. However, do you mind if I place you on a brief hold while I search up those ID cards to see if they have been generated, and if so, I'll email them to you? Yeah. Yeah. Awesome. I'll be right back for you, okay? Okay. Okay. Hello, are you still there? Yep. Awesome, thank you so much for holding. Um, so two things. Uh, first thing, I was able to pull up your MEC and your vision ID card, so I went ahead and emailed those to the email we have on file. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. Secondly, when it came to your dental ID card, that one hasn't been generated online just yet, so it should be generated by tomorrow. Um, but as of right now, I went ahead and emailed you your medical and your vision card just so you have them. Okay. Okay. Um, but is there anything else I could assist you with today? Uh, no, that's all good for me. Thank you. You're welcome. You have a great day, okay? Yeah, you too. All right, bye-bye. 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: Um, yeah, I had got insurance through my job, and I wanted to know when my, um, like, the f- what is it called? That, like, the health card was gonna come.

Speaker speaker\_0: Yeah, let me check on that for you. What's that staffing agency you work for?

Speaker speaker\_1: Uh, it's WDP.

Speaker speaker\_0: WDP, let's see. You think it goes by a different name?

Speaker speaker\_1: Uh, let me check.

Speaker speaker\_0: Check, check, check, check.

Speaker speaker\_1: Um, uh, Work Forecast? Or Forecast?

Speaker speaker\_0: You mean Workforce Strategies?

Speaker speaker\_1: I think so. It say work and then F-O-R-C-E-S-T.

Speaker speaker\_0: Okay, so Workforce Strategies. And the last four of your social?

Speaker speaker\_1: 0752.

Speaker speaker\_0: And what was your first and last name?

Speaker speaker\_1: Alaysia White.

Speaker speaker\_0: And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker\_1: Yep. It's, uh, 3571 South Circle Drive, Apartment 1C, Kalamazoo, Michigan, 49004.

Speaker speaker\_0: And confirm your date of birth?

Speaker speaker\_1: 12/21/04.

Speaker speaker\_0: And a good telephone number I have is 269-370-6673?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email I have is alasiawhite@, um, @gmail?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay, so let's see here. So, checking the calendar, it looks like you became active in the coverage as of this past Monday, the 5th, so you should be receiving all of your physical ID cards early next week. However, do you mind if I place you on a brief hold while I search up those ID cards to see if they have been generated, and if so, I'll email them to you?

Speaker speaker\_1: Yeah. Yeah.

Speaker speaker\_0: Awesome. I'll be right back for you, okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. Hello, are you still there?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Awesome, thank you so much for holding. Um, so two things. Uh, first thing, I was able to pull up your MEC and your vision ID card, so I went ahead and emailed those to the email we have on file. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. Secondly, when it came to your dental ID card, that one hasn't been generated online just yet, so it should be generated by tomorrow. Um, but as of right now, I went ahead and emailed you your medical and your vision card just so you have them.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. Um, but is there anything else I could assist you with today?

Speaker speaker\_1: Uh, no, that's all good for me. Thank you.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: Yeah, you too.

Speaker speaker\_0: All right, bye-bye.

Speaker speaker\_1: Bye-bye.