

Transcript: Justin

Mills-5281184158367744-6341970481954816

Full Transcript

Your call may be monitored for quality assurance purposes. This is How can I help you today? Yes, um, just calling so that I can get the, the actual card. What was that again? I'm sorry. I'm trying to, trying to get a drive through here. This is terrible. Um, I was calling to find out, um, to, to request, uh, the benefit card. Okay. Uh, what's the staffing agency you work for? Uh, Real Resource. And the last four of your social? 011415. And what was your first and last name? Michael King. All right. And for security purposes, can you verify your home address, including city, state and zip code, Michael? Uh, 1325 North Main Street, Apartment B, Winston-Salem, North Ca- And your date of birth? Hello, are you still there? Hello, Michael, are you still there? Oh, I'm sorry. It went back to Bluetooth. I don't know why I did that. You still here? Yeah, I'm still here. Can you confirm your date of birth? Uh, 4/26/66. Okay. And a good telephone number have as 336-848-6650. Yes, that's correct. And the e- email has mking88311 at Gmail? Yep. Okay. So looking at the file, looks like you're in a feature request set for enrollment, uh, for the employee plus spouse coverage. Um, so it looks like they should be deducting soon. Uh, regarding those deductions, um, physical ID cards will be received within seven to 10 business days once you become active in the employee plus spouse coverage. Well, I'm, I'm supposed to be already re- Yeah, I do see that. I'm done. I'm done. Were you requesting employee only, the ID cards for employee only? Yeah, for now. Because I do that. Okay. Yeah. And then I'll sh- I'll request hers when that time comes. Okay. Well, do you mind if I place you on a brief hold while I email those to you real quick? Yes. Okay.

Conversation Format

Speaker speaker_0: Your call may be monitored for quality assurance purposes.

Speaker speaker_1: This is

Speaker speaker_2: How can I help you today?

Speaker speaker_3: Yes, um, just calling so that I can get the, the actual card.

Speaker speaker_2: What was that again? I'm sorry.

Speaker speaker_3: I'm trying to, trying to get a drive through here. This is terrible. Um, I was calling to find out, um, to, to request, uh, the benefit card.

Speaker speaker_2: Okay. Uh, what's the staffing agency you work for?

Speaker speaker_3: Uh, Real Resource.

Speaker speaker_2: And the last four of your social?

Speaker speaker_3: 011415.

Speaker speaker_2: And what was your first and last name?

Speaker speaker_3: Michael King.

Speaker speaker_2: All right. And for security purposes, can you verify your home address, including city, state and zip code, Michael?

Speaker speaker_3: Uh, 1325 North Main Street, Apartment B, Winston-Salem, North Ca-

Speaker speaker_2: And your date of birth? Hello, are you still there? Hello, Michael, are you still there?

Speaker speaker_3: Oh, I'm sorry. It went back to Bluetooth. I don't know why I did that. You still here?

Speaker speaker_2: Yeah, I'm still here. Can you confirm your date of birth?

Speaker speaker_3: Uh, 4/26/66.

Speaker speaker_2: Okay. And a good telephone number have as 336-848-6650.

Speaker speaker_3: Yes, that's correct.

Speaker speaker_2: And the e- email has mking88311 at Gmail?

Speaker speaker_3: Yep.

Speaker speaker_2: Okay. So looking at the file, looks like you're in a feature request set for enrollment, uh, for the employee plus spouse coverage. Um, so it looks like they should be deducting soon. Uh, regarding those deductions, um, physical ID cards will be received within seven to 10 business days once you become active in the employee plus spouse coverage.

Speaker speaker_3: Well, I'm, I'm supposed to be already re-

Speaker speaker_2: Yeah, I do see that.

Speaker speaker_3: I'm done. I'm done.

Speaker speaker_2: Were you requesting employee only, the ID cards for employee only?

Speaker speaker_3: Yeah, for now.

Speaker speaker_2: Because I do that. Okay.

Speaker speaker_3: Yeah. And then I'll sh- I'll request hers when that time comes.

Speaker speaker_2: Okay. Well, do you mind if I place you on a brief hold while I email those to you real quick?

Speaker speaker_3: Yes.

Speaker speaker_2: Okay.