

Transcript: Justin

Mills-5318388488650752-6080896581287936

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. Uh, my name is Ishia. Yeah, I'm calling to order an insurance card. Um, my, uh, the, and I work for Qu- Crown Staff- Staffing. This, uh, she said I got the, um... I, I'm in already. Uh, she want me to call over there to you to send the insurance card. Yeah, I can possibly email it to you just so you have it. Um, so Crown Services, what's the last four of your Social? 2040. And what was your last name? K-p-e-y-a, Kp■ya. Okay. And for security purposes, could you verify your home address, including city, state and zip code? It's 1461 South Waterford Drive, Florissant, Missouri, 63033. And confirm your date of birth. May 28th, '82. And a good telephone number I have is 314-498-0117. Yes, sir. And the email I have is your last name, first name, 673@gmail.com? That's it. Thank you, yeah. Okay. Well here, do you mind if I place you in a brief hold while I email that information to you? Email the information? Wha- uh, email for what? I have to do what? What emails you want to s- No, sir. So, I'm gonna email you your ID cards. My ID card, like the one I can take to the doctor or sumn? Correct. But you... I- it's not a real card you can ha- we can have with you. You have to, you have to give email, huh? So, what I'm doing is I'm emailing you your ID cards just so you have them. Uh-huh. And I'm, then I'm going to email the insurance carrier for them to send out physical ID cards for you. Oh, okay. I understand. Okay. No problem, sir. This, this can wo- but the one you're going to email me, I can use this with the doctor too? Yes, sir. Oh, okay. Okay, okay. No problem. You can do this then. Okay, just bear with me one second. Okay? Hello? Thank you so much for holding. So went ahead and emailed you your ID cards to the email we had on file. Email that you should look out for is coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder. Okay? Would you repeat again? I, I... Could you repeat again for me? What did you say, sir? Go ahead. I emailed you your ID cards. You did? Email that you should look out for comes from info@benefitsinacard.com. Okay, so you emailed it? Correct. To the, um, K-P-E-Y-A A-P-H-I-L-L-E 673@gmail.com? Correct. Today? Yeah, she said yeah. Okay. So I can't... What can I, what can I pay right now? I got dental- What... Do you know what coverage he does? Does he have medical, dental and vision? Correct. Medical, dental, vision. Yes. And is there a copay? Um, \$25 for regular doctor's visits. However, specialists, ears, nose and throat doctor, for example, \$50. Oh, \$50 for a specialist, 25 for, um, office? Correct. Okay. Thank you. You're welcome. You have a great weekend, okay? Okay, you too. 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. Uh, my name is Ishia. Yeah, I'm calling to order an insurance card. Um, my, uh, the, and I work for Qu- Crown Staff- Staffing. This, uh, she said I got the, um... I, I'm in already. Uh, she want me to call over there to you to send the insurance card.

Speaker speaker_0: Yeah, I can possibly email it to you just so you have it. Um, so Crown Services, what's the last four of your Social?

Speaker speaker_1: 2040.

Speaker speaker_0: And what was your last name?

Speaker speaker_1: K-p-e-y-a, Kp■ya.

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

Speaker speaker_1: It's 1461 South Waterford Drive, Florissant, Missouri, 63033.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: May 28th, '82.

Speaker speaker_0: And a good telephone number I have is 314-498-0117.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is your last name, first name, 673@gmail.com?

Speaker speaker_1: That's it. Thank you, yeah.

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: Email the information? Wha- uh, email for what? I have to do what? What emails you want to s-

Speaker speaker_0: No, sir. So, I'm gonna email you your ID cards.

Speaker speaker_1: My ID card, like the one I can take to the doctor or sumn?

Speaker speaker_0: Correct.

Speaker speaker_1: But you... I- it's not a real card you can ha- we can have with you. You have to, you have to give email, huh?

Speaker speaker_0: So, what I'm doing is I'm emailing you your ID cards just so you have them.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: And I'm, then I'm going to email the insurance carrier for them to send out physical ID cards for you.

Speaker speaker_1: Oh, okay. I understand. Okay. No problem, sir. This, this can wo- but the one you're going to email me, I can use this with the doctor too?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Oh, okay. Okay, okay. No problem. You can do this then.

Speaker speaker_0: Okay, just bear with me one second. Okay?

Speaker speaker_2: Hello?

Speaker speaker_0: Thank you so much for holding. So went ahead and emailed you your ID cards to the email we had on file. Email that you should look out for is coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder. Okay?

Speaker speaker_2: Would you repeat again? I, I... Could you repeat again for me? What did you say, sir? Go ahead.

Speaker speaker_0: I emailed you your ID cards.

Speaker speaker_2: You did?

Speaker speaker_0: Email that you should look out for comes from info@benefitsinacard.com.

Speaker speaker_3: Okay, so you emailed it?

Speaker speaker_0: Correct.

Speaker speaker_3: To the, um, K-P-E-Y-A A-P-H-I-L-L-E 673@gmail.com?

Speaker speaker_0: Correct.

Speaker speaker_3: Today?

Speaker speaker_2: Yeah, she said yeah.

Speaker speaker_3: Okay.

Speaker speaker_2: So I can't... What can I, what can I pay right now? I got dental-

Speaker speaker_3: What... Do you know what coverage he does? Does he have medical, dental and vision?

Speaker speaker_0: Correct. Medical, dental, vision. Yes.

Speaker speaker_3: And is there a copay?

Speaker speaker_0: Um, \$25 for regular doctor's visits. However, specialists, ears, nose and throat doctor, for example, \$50.

Speaker speaker_3: Oh, \$50 for a specialist, 25 for, um, office?

Speaker speaker_0: Correct.

Speaker speaker_3: Okay. Thank you.

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

Speaker speaker_2: Okay, you too. Bye.

Speaker speaker_0: Bye.