

Transcript: Justin

Mills-5328333884047360-5612359588986880

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey, Justin. What is the insurance card? Is this called Benefit in a Card? Uh, we're the benefit administrators for staffing agencies, but let me try pulling your file to see what you're enrolled into and go from there. All right. What's the staffing agency you work for? It's, uh... Search staffing and the last four of your Social. Yeah. 5727. And what was your first and last name again? I'm sorry. Billy Hall. And for security purposes, could you verify the home address, including city, state and zip code, Billy? 2840 Hoyton Highway East, uh, Marion, Ohio. And your date of birth? 5/25/1980. And a good telephone number have is 220-257-1194? Yes, sir. And the email have is BillyMark@A2024 at gmail? Yeah. Okay, so looking at the file, it looks like you're currently enrolled into the VIP Classic, which covers hospitals, doctors and medications. Uh, the insurance carrier for that medical plan is American Public Life. Okay. Do I get a card? Um, yes, sir. Uh, so looking at the files, or calendar, you did become active as of last Monday the 4th, so you should be receiving your physical ID card sometime this week. However, do you mind if I place you in a brief hold while I email that information to you, just so you have it? Yes. Okay, I'll be right back for you, okay? My life. I don't..... No. Yeah....., yeah. Oh, come here. Oh, my. Hello. Can you hear me now? Oh. Hello, Billy. You still there? Yeah. Hello, are you still there? Yeah. Awesome, thank you so much for holding. Um, so I went ahead and emailed you your ID card to the email that was on file. Email that you should be looking out for is 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 the spam or check the junk folder, okay? All right, bye. Okay, well is there anything else I could help you out with today? That's it. Awesome. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful day, all right? You too. Bye. All right, bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hey, Justin. What is the insurance card? Is this called Benefit in a Card?

Speaker speaker_1: Uh, we're the benefit administrators for staffing agencies, but let me try pulling your file to see what you're enrolled into and go from there.

Speaker speaker_2: All right.

Speaker speaker_1: What's the staffing agency you work for?

Speaker speaker_2: It's, uh...

Speaker speaker_1: Search staffing and the last four of your Social.

Speaker speaker_2: Yeah. 5727.

Speaker speaker_1: And what was your first and last name again? I'm sorry.

Speaker speaker_2: Billy Hall.

Speaker speaker_1: And for security purposes, could you verify the home address, including city, state and zip code, Billy?

Speaker speaker_2: 2840 Hoyton Highway East, uh, Marion, Ohio.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 5/25/1980.

Speaker speaker_1: And a good telephone number have is 220-257-1194?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And the email have is BillyMark@A2024 at gmail?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay, so looking at the file, it looks like you're currently enrolled into the VIP Classic, which covers hospitals, doctors and medications. Uh, the insurance carrier for that medical plan is American Public Life.

Speaker speaker_2: Okay. Do I get a card?

Speaker speaker_1: Um, yes, sir. Uh, so looking at the files, or calendar, you did become active as of last Monday the 4th, so you should be receiving your physical ID card sometime this week. However, do you mind if I place you in a brief hold while I email that information to you, just so you have it?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, I'll be right back for you, okay?

Speaker speaker_2: My life. I don't..... No. Yeah....., yeah. Oh, come here. Oh, my. Hello. Can you hear me now? Oh.

Speaker speaker_1: Hello, Billy. You still there?

Speaker speaker_2: Yeah.

Speaker speaker_1: Hello, are you still there?

Speaker speaker_2: Yeah.

Speaker speaker_1: Awesome, thank you so much for holding. Um, so I went ahead and emailed you your ID card to the email that was on file. Email that you should be looking out for is 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 the spam or check the junk folder, okay?

Speaker speaker_2: All right, bye.

Speaker speaker_1: Okay, well is there anything else I could help you out with today?

Speaker speaker_2: That's it.

Speaker speaker_1: Awesome. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful day, all right?

Speaker speaker_2: You too. Bye.

Speaker speaker_1: All right, bye-bye.