

Transcript: Justin

Mills-5331620388716544-6363277103251456

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, yes, how you doing? Doing pretty well, and yourself? All righty. I was calling due to... I have not received my, uh, insurance card yet, and it's been I think over 30 days now. Yeah, let me check on that. Um, what's the staffing agency you work for? Um, Surge. And the last four of your social? 8248. And what was your first and last name? Anthony Williams. And for security purposes, could you verify your home address, including city, state, and ZIP code, Mr. Williams? I'm sending my mom and dad, do I do a P box for my mailing address or my resident- residential address? Yeah, do a P- A P O box? Looks like I have a residential address on file. Okay, residential is, um, 3643 Flamingo Drive, Macon, Georgia 31206. And confirm your date of birth. 11-18-1974. And a good telephone number have us 478-338-8098. That's the one I'm on, yes, sir. And the email I have is manofvalue7@gmail? Correct. Okay, um, well, here, I can possibly... I can email the ID card to you, just so you have it, and then, um, email the insurance carrier to see... to make... to have them put in a request for a new physical ID card to be mailed out to you. Um, do you, do you mind if I place you on a brief hold while I do all of that? Yes, sir. Okay, I'll be right back for you, okay? Okay. Yes, sir. Okay. Hello, Anthony. You still there? Yes, I am. Awesome. Thank you so much for holding. So two things. First thing, I emailed you your ID card, so the email we had on file. Email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder. Um, secondly, I emailed the insurance carrier as well. Uh, put in the request for a new physical ID card to be mailed out to you, so you should receive that one in seven to 10 business days, okay? Okay. Yes, sir. Okay, is there anything else I can help you out with today? Uh, no, sir. You've done enough. I thank you. Awesome. Well, you have a wonderful weekend, okay? Okay. You too. Thank you. Bye-bye. All right.

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: Uh, yes, how you doing?

Speaker speaker_0: Doing pretty well, and yourself?

Speaker speaker_1: All righty. I was calling due to... I have not received my, uh, insurance card yet, and it's been I think over 30 days now.

Speaker speaker_0: Yeah, let me check on that. Um, what's the staffing agency you work for?

Speaker speaker_1: Um, Surge.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 8248.

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

Speaker speaker_1: Anthony Williams.

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

Speaker speaker_1: I'm sending my mom and dad, do I do a P box for my mailing address or my resident- residential address?

Speaker speaker_0: Yeah, do a P-

Speaker speaker_1: A P O box?

Speaker speaker_0: Looks like I have a residential address on file.

Speaker speaker_1: Okay, residential is, um, 3643 Flamingo Drive, Macon, Georgia 31206.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 11-18-1974.

Speaker speaker_0: And a good telephone number have us 478-338-8098.

Speaker speaker_1: That's the one I'm on, yes, sir.

Speaker speaker_0: And the email I have is manofvalue7@gmail?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay, um, well, here, I can possibly... I can email the ID card to you, just so you have it, and then, um, email the insurance carrier to see... to make... to have them put in a request for a new physical ID card to be mailed out to you. Um, do you, do you mind if I place you on a brief hold while I do all of that?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay, I'll be right back for you, okay?

Speaker speaker_1: Okay. Yes, sir.

Speaker speaker_0: Okay. Hello, Anthony. You still there?

Speaker speaker_1: Yes, I am.

Speaker speaker_0: Awesome. Thank you so much for holding. So two things. First thing, I emailed you your ID card, so the email we had on file. Email that you should be looking out for

is coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder. Um, secondly, I emailed the insurance carrier as well. Uh, put in the request for a new physical ID card to be mailed out to you, so you should receive that one in seven to 10 business days, okay?

Speaker speaker_1: Okay. Yes, sir.

Speaker speaker_0: Okay, is there anything else I can help you out with today?

Speaker speaker_1: Uh, no, sir. You've done enough. I thank you.

Speaker speaker_0: Awesome. Well, you have a wonderful weekend, okay?

Speaker speaker_1: Okay. You too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: All right.