

## Transcript: Justin

**Mills-5347740628992000-5473112502747136**

### Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi. My name is Callie, C-A-L-L-I-E, Howard, and I have not received my, uh, benefits card itself in the mail yet. Yeah. Let me check on that for you. What's that staffing agency you work for? Uh, Hamilton/Riker. And the last four of your social? 7553. And for security purposes, can you verify your home address, including city, state and zip code, Callie? Yeah. It's 2497 Dextreville-Gilstrap Road, Morgantown, Kentucky 42261. And your date of birth? 11/30/2000. And a good telephone number I have is 270-999-4616. Yes. That's correct. And the email I have is c-calliearhoward@gmail, uh- Yep. Yep. That's correct. So let's see here. So looking at the calendar, it looks like we're still waiting for Hamilton/Riker to make that deduction on you. So once we receive that deduction, you'll become active and then cards will be issued out from there. However, checking my export history, I do see that they sent the file as of April 11th for an effective of April 21st. So you actually should be experiencing a deduction sometime this week for you to become active on Monday of next week. Gotcha, gotcha. Monday of next week. All right. Correct. That is- that's been my question. And then once you do become active in the coverage, uh, physical ID cards will be received within seven to ten business days. Okay? Okay. Perfect. Thank you so much. I really appreciate it. You're welcome. You have a great day, okay? You too. Bye. All right. 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: Hi. My name is Callie, C-A-L-L-I-E, Howard, and I have not received my, uh, benefits card itself in the mail yet.

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

Speaker speaker\_1: Uh, Hamilton/Riker.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: 7553.

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

Speaker speaker\_1: Yeah. It's 2497 Dextreville-Gilstrap Road, Morgantown, Kentucky 42261.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 11/30/2000.

Speaker speaker\_0: And a good telephone number I have is 270-999-4616.

Speaker speaker\_1: Yes. That's correct.

Speaker speaker\_0: And the email I have is c- calliearhoward@gmail, uh-

Speaker speaker\_1: Yep. Yep. That's correct.

Speaker speaker\_0: So let's see here. So looking at the calendar, it looks like we're still waiting for Hamilton/Riker to make that deduction on you. So once we receive that deduction, you'll become active and then cards will be issued out from there. However, checking my export history, I do see that they sent the file as of April 11th for an effective of April 21st. So you actually should be experiencing a deduction sometime this week for you to become active on Monday of next week.

Speaker speaker\_1: Gotcha, gotcha. Monday of next week. All right.

Speaker speaker\_0: Correct.

Speaker speaker\_1: That is- that's been my question.

Speaker speaker\_0: And then once you do become active in the coverage, uh, physical ID cards will be received within seven to ten business days. Okay?

Speaker speaker\_1: Okay. Perfect. Thank you so much. I really appreciate it.

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

Speaker speaker\_1: You too. Bye.

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