

## Transcript: Justin

**Mills-5402129970020352-6264521000009728**

### Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey, hello. Uh, this is Jesus Montivo. I work with Borders Peace and Versilla, uh, Staffing. I was just wondering, um, if my cards for the benefits have been shipped out, 'cause I've been, like, being charged for the- the beneficiary, but I don't... I haven't received any benefit cards, like, as in for the dental, vision or medical and stuff like that. Yeah. Let me check on that for you. What's that staffing agency you work for again? Uh, Versila Staffing. It was previously known as Terra Staffing. Okay. And the last four of your social? 8805. And for further note, my apologies for it being loud. If it's loud, just let me know. Yeah. And I'll get to get you somewhere quieter. No worries. And what was your first and last name again? Jesus Montivo. M-O-N-T, E as in editor, V as in Victor, O. And for security purposes, could you verify your home address, including city, state and zip code, Jesus? It's 1750 South Price Road, Tempe, Arizona 85281. And confirm your date of birth? 11/04/2000. And a good telephone number I have is 480-444-8544? Yes, sir. And the email I have is lozano.jesus10123 at Gmail? Yes, sir. Okay. Um, so what I'll go ahead and do, I'll email you your ID cards just so you have them. And then I'll put in a request for new physical ID cards to be mailed out to you as well. Do you mind if I place you on a brief hold while I do all of that for you? That's fine. That's perfectly fine. Awesome. I'll be right back for you. Okay? All right. Thank you, man. You're welcome. Hello. Hey, sir. You still there? Yeah, I'm clear. Awesome. Thank you so much for holding. So, I went ahead and emailed you- Okay. -- all of 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, @benefitcentercard.com. Um, secondly, I also emailed the insurance carrier as well, put in a new request for a new physical ID card to be made out to you, so you should receive those within seven to 10 business days. Okay? Okay. Awesome. Okay. Thank you. Was there anything else I could assist you with today? No. It was just that. Just, you know, I kept seeing it on my pay stubs. It was getting charged and I had no physical card, so I was like, "It's either I have to figure out what's going on or, you know, I might as well just take it off if it's possible." But no, you helped me a lot right now. Thank you. You're welcome. You have a great day, okay? You too, man. Thank you. All right. Bye-bye. Bye.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Hey, hello. Uh, this is Jesus Montivo. I work with Borders Peace and Versilla, uh, Staffing. I was just wondering, um, if my cards for the benefits have been shipped out, 'cause I've been, like, being charged for the- the beneficiary, but I don't... I haven't received any benefit cards, like, as in for the dental, vision or medical and stuff like that.

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

Speaker speaker\_1: Uh, Versila Staffing. It was previously known as Terra Staffing.

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

Speaker speaker\_1: 8805. And for further note, my apologies for it being loud. If it's loud, just let me know.

Speaker speaker\_0: Yeah.

Speaker speaker\_1: And I'll get to get you somewhere quieter.

Speaker speaker\_0: No worries. And what was your first and last name again?

Speaker speaker\_1: Jesus Montivo. M-O-N-T, E as in editor, V as in Victor, O.

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

Speaker speaker\_1: It's 1750 South Price Road, Tempe, Arizona 85281.

Speaker speaker\_0: And confirm your date of birth?

Speaker speaker\_1: 11/04/2000.

Speaker speaker\_0: And a good telephone number I have is 480-444-8544?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And the email I have is lozano.jesus10123 at Gmail?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay. Um, so what I'll go ahead and do, I'll email you your ID cards just so you have them. And then I'll put in a request for new physical ID cards to be mailed out to you as well. Do you mind if I place you on a brief hold while I do all of that for you?

Speaker speaker\_1: That's fine. That's perfectly fine.

Speaker speaker\_0: Awesome. I'll be right back for you. Okay?

Speaker speaker\_1: All right. Thank you, man.

Speaker speaker\_0: You're welcome.

Speaker speaker\_2: Hello. Hey, sir. You still there?

Speaker speaker\_3: Yeah, I'm clear.

Speaker speaker\_2: Awesome. Thank you so much for holding. So, I went ahead and emailed you-

Speaker speaker\_3: Okay.

Speaker speaker\_2: -- all of 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, @benefitcentercard.com. Um, secondly, I also emailed the insurance carrier as well, put in a new request for a new physical ID card to be made out to you, so you should receive those within seven to 10 business days. Okay?

Speaker speaker\_3: Okay.

Speaker speaker\_2: Awesome.

Speaker speaker\_3: Okay. Thank you.

Speaker speaker\_2: Was there anything else I could assist you with today?

Speaker speaker\_3: No. It was just that. Just, you know, I kept seeing it on my pay stubs. It was getting charged and I had no physical card, so I was like, "It's either I have to figure out what's going on or, you know, I might as well just take it off if it's possible." But no, you helped me a lot right now. Thank you.

Speaker speaker\_2: You're welcome. You have a great day, okay?

Speaker speaker\_3: You too, man. Thank you.

Speaker speaker\_2: All right. Bye-bye.

Speaker speaker\_3: Bye.