

Transcript: Justin

Mills-5455609815580672-6718679636459520

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. I'm looking to see how I can get, um, some policy numbers. Yeah, let me check on that. Uh... What's the staffing agency you work for? Uh, MAU. MAU. And the last four of your Social? It's, uh, 4108. Okay. And what was your last name, Kyle? Madison. Yep. And for security purposes, can you verify the home address, including city, state and zip code? Yeah. 912 Cantey Ct., Spartanburg, South Carolina 29306. And confirm your date of birth? 04/13/'93. And a good telephone number I have is 542-6997? Yep. And the email I have is kmadison1988@gmail? Yes. Okay, so let's see here. Um, so I can email you your ID cards, just so you have them, and then put in a request at the insurance carriers for them to send out new physical ID cards. Um, but the only information- So I have- Yes. I have the one for medical, and then I'm looking for the one for vision. Okay, so vision? Yeah. Okay, so I'll go ahead and email that information to you. Um, do you mind if I place you in a brief hold while I do that? No, that's perfect. Thank you. You're welcome. I never meant to cause you any pain.

Conversation Format

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

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

Speaker speaker_2: Hi, Justin. I'm looking to see how I can get, um, some policy numbers.

Speaker speaker_1: Yeah, let me check on that.

Speaker speaker_2: Uh...

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

Speaker speaker_2: Uh, MAU.

Speaker speaker_1: MAU. And the last four of your Social?

Speaker speaker_2: It's, uh, 4108.

Speaker speaker_1: Okay. And what was your last name, Kyle?

Speaker speaker_2: Madison.

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

Speaker speaker_2: Yeah. 912 Cantey Ct., Spartanburg, South Carolina 29306.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: 04/13/93.

Speaker speaker_1: And a good telephone number I have is 542-6997?

Speaker speaker_2: Yep.

Speaker speaker_1: And the email I have is kmadison1988@gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so let's see here. Um, so I can email you your ID cards, just so you have them, and then put in a request at the insurance carriers for them to send out new physical ID cards. Um, but the only information-

Speaker speaker_2: So I have-

Speaker speaker_1: Yes.

Speaker speaker_2: I have the one for medical, and then I'm looking for the one for vision.

Speaker speaker_1: Okay, so vision?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay, so I'll go ahead and email that information to you. Um, do you mind if I place you in a brief hold while I do that?

Speaker speaker_2: No, that's perfect. Thank you.

Speaker speaker_1: You're welcome.

Speaker speaker_3: I never meant to cause you any pain.