

## Transcript: Justin

**Mills-5471524911267840-5378868709376000**

### 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. Uh, my name is Dania Rodriguez, and I was calling on behalf of my husband. He just wanted to know if he was ever gonna receive his insurance cards, 'cause we still haven't received them. Um, is he nearby so I can speak with him? He is at work at the moment, and he just texted me and asked me if I can go ahead and call you guys just to see if we would get any cards in the mail. Okay. Um, now, unless you're listed on the policy with him, I would need to speak with him regarding this information. Okay. So, like, if I'm on the insurance? Correct. Like, if you're listed as a dependent. Yes. I am. Okay. Um, what's that staffing agency he works for? It is Morales Group. And the last four of his Social? That is gonna be 2856, I believe. And his first and last name? William Rodriguez. Well, I'm sorry. His last four of his Social is 2810. I'm sorry. 2810. Okay. 'Cause I was about to say I didn't have that pulled up. Uh, let's see here. Dania? Danio? Yeah. How are you pronouncing your name? I'm sorry. I always say take the I out, put a Y, and it's easier to pronounce, so it's Dania. Dania. Okay. Mm-hmm. And for security purposes, could you verify the home address, including city, state and zip code? 614 West Market Street, Logansport, Indiana, 46947. And confirm his date of birth? April 13th, 1975. And a good telephone number I have for him is 574-326-9105? Correct. And the email I have for him is williamrodriguez0413@gmail? Yes. Okay, so let's see here. Um, so I can email s-him his ID cards to the email we have on file, and then put in a request for new physical ID cards to be mailed out. That'll be perfect. That'll be a blessing. Okay. Do you mind if I place you on a brief hold while I do all of that? No. Go ahead. Okay. Hello, are you still there? Yes. Awesome. Thank you so much for holding. So two things. Uh, I went ahead and emailed you the- Oh. ... ID cards to the email that was on file. Um, emails that- Mm-hmm. ... or what William should be looking out for will be coming from info, that's I-N-F-O, @benefitsnetcard.com. However, if he doesn't see it in his inbox, be sure to check the spam and check the junk folder. Um, secondly, I emailed the insurance carrier as well, and put in a request for new physical ID cards to being mailed out, so you should receive those within seven to 10 business days. Okay? Thank you so much. I appreciate it. You're welcome. Is there anything else I could help you out with today? No, that was it, and I appreciate your help. You have a wonderful day, okay? You do the same, okay? Thank you. Bye. All right. B-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 and a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hi, Justin. Uh, my name is Dania Rodriguez, and I was calling on behalf of my husband. He just wanted to know if he was ever gonna receive his insurance cards, 'cause we still haven't received them.

Speaker speaker\_1: Um, is he nearby so I can speak with him?

Speaker speaker\_2: He is at work at the moment, and he just texted me and asked me if I can go ahead and call you guys just to see if we would get any cards in the mail.

Speaker speaker\_1: Okay. Um, now, unless you're listed on the policy with him, I would need to speak with him regarding this information.

Speaker speaker\_2: Okay. So, like, if I'm on the insurance?

Speaker speaker\_1: Correct. Like, if you're listed as a dependent.

Speaker speaker\_2: Yes. I am.

Speaker speaker\_1: Okay. Um, what's that staffing agency he works for?

Speaker speaker\_2: It is Morales Group.

Speaker speaker\_1: And the last four of his Social?

Speaker speaker\_2: That is gonna be 2856, I believe.

Speaker speaker\_1: And his first and last name?

Speaker speaker\_2: William Rodriguez. Well, I'm sorry. His last four of his Social is 2810. I'm sorry.

Speaker speaker\_1: 2810. Okay. 'Cause I was about to say I didn't have that pulled up. Uh, let's see here. Dania? Danio?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: How are you pronouncing your name? I'm sorry.

Speaker speaker\_2: I always say take the I out, put a Y, and it's easier to pronounce, so it's Dania.

Speaker speaker\_1: Dania. Okay.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: And for security purposes, could you verify the home address, including city, state and zip code?

Speaker speaker\_2: 614 West Market Street, Logansport, Indiana, 46947.

Speaker speaker\_1: And confirm his date of birth?

Speaker speaker\_2: April 13th, 1975.

Speaker speaker\_1: And a good telephone number I have for him is 574-326-9105?

Speaker speaker\_2: Correct.

Speaker speaker\_1: And the email I have for him is williamrodriguez0413@gmail?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay, so let's see here. Um, so I can email s- him his ID cards to the email we have on file, and then put in a request for new physical ID cards to be mailed out.

Speaker speaker\_2: That'll be perfect. That'll be a blessing.

Speaker speaker\_1: Okay. Do you mind if I place you on a brief hold while I do all of that?

Speaker speaker\_2: No. Go ahead.

Speaker speaker\_1: Okay. Hello, are you still there?

Speaker speaker\_3: Yes.

Speaker speaker\_1: Awesome. Thank you so much for holding. So two things. Uh, I went ahead and emailed you the-

Speaker speaker\_4: Oh.

Speaker speaker\_1: ... ID cards to the email that was on file. Um, emails that-

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_1: ... or what William should be looking out for will be coming from info, that's I-N-F-O, @benefitsnetcard.com. However, if he doesn't see it in his inbox, be sure to check the spam and check the junk folder. Um, secondly, I emailed the insurance carrier as well, and put in a request for new physical ID cards to being mailed out, so you should receive those within seven to 10 business days. Okay?

Speaker speaker\_3: Thank you so much. I appreciate it.

Speaker speaker\_1: You're welcome. Is there anything else I could help you out with today?

Speaker speaker\_3: No, that was it, and I appreciate your help. You have a wonderful day, okay?

Speaker speaker\_1: You do the same, okay?

Speaker speaker\_3: Thank you. Bye.

Speaker speaker\_1: All right. B- bye-bye.