

Transcript: Justin

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Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hi, Justin. Uh, my name is, uh, Christopher Chandler and, um, I signed up for insurance two weeks ago. Um, actually two weeks to today's da- you know, day, and I'm still waiting on my card. Yeah, let me check on that for you. What's that staffing agency you work for? Um, Integrity. And the last four of your Social? 2635. And for security purposes, can you verify your home address, including city, state and zip code, Christopher? Yeah. Yeah, 104 Northwoods Court, Hanover, Indiana, 47243. And confirm your date of birth? 3/15/'83. And a good telephone number I have is 621-8895. Yep. And the email I have is chrischandler15 at gmail? Yeah. Okay, so looking at the calendar, it looks like you became active in the coverage as of this past Monday, the 28th, so you should be receiving your physical ID cards early next week. However, do you mind if I place you in a brief hold while I search up that information and I'll email them to you? Yeah. Yeah. Awesome. I'll be right back for you, okay? Okay, thank you. Hello, Christopher. You still there? Yeah. Awesome. Thank you so much for holding. So I went ahead and emailed you all of your ID cards to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com, okay? Okay. Okay. Well, is there anything else I can assist you with today? No, that's good. Thank you very much. You're welcome. You have a great day, okay? All right, y- you too. Thanks, sir. All right, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hi, Justin. Uh, my name is, uh, Christopher Chandler and, um, I signed up for insurance two weeks ago. Um, actually two weeks to today's da- you know, day, and I'm still waiting on my card.

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

Speaker speaker_1: Um, Integrity.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 2635.

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and zip code, Christopher?

Speaker speaker_1: Yeah. Yeah, 104 Northwoods Court, Hanover, Indiana, 47243.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 3/15/'83.

Speaker speaker_0: And a good telephone number I have is 621-8895.

Speaker speaker_1: Yep.

Speaker speaker_0: And the email I have is chrischandler15 at gmail?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, so looking at the calendar, it looks like you became active in the coverage as of this past Monday, the 28th, so you should be receiving your physical ID cards early next week. However, do you mind if I place you in a brief hold while I search up that information and I'll email them to you?

Speaker speaker_1: Yeah. Yeah.

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

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Hello, Christopher. You still there?

Speaker speaker_1: Yeah.

Speaker speaker_0: Awesome. Thank you so much for holding. So I went ahead and emailed you all of your ID cards to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Well, is there anything else I can assist you with today?

Speaker speaker_1: No, that's good. Thank you very much.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: All right, y- you too. Thanks, sir.

Speaker speaker_0: All right, bye-bye.