

Transcript: Justin

Mills-5564848789569536-4867496290336768

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey, Justin. Um, I was following up, uh, on, uh, the, uh, benefit cards. Uh, I was told that I would, I would get 'em within, uh, within a week of the first deductions. We have not seen them yet, and it's been a couple weeks, but I was just calling to see if I could get the, like, the group number and the, uh, you know, the coverage number, uh, even if I didn't get the physical cards in the mail yet. Yeah. Let me check on that for you. What's the staffing agency you work for? Uh, Oxford. And the last four of your Social? Uh, 8711. And what was your first and last name? Uh, Peter Balankowski. Balankowski. Okay. And for security purposes, can you verify your home address, including city, state and zip code, Peter? Um, Lebanon, Indiana 46052, and it's 1721 Danielle Road. And your date of birth? January 12, '70. And a good telephone number, I have is 847-514-0738. Perfect. And the email I have pbalanko@yahoo? Yep. Okay. So checking my calendar, it looks like you became active in the coverage as of this past Monday, the 17th. So you should be receiving physical ID cards early next week. However, do you mind if I place you on a brief hold while I search up that information, and I'll email it to you? No, that'd be fantastic. Thank you. Okay. Hello, Peter. Are you still there? Mm-hmm. Awesome. Thank you so much for holding. So I went ahead and emailed you your ID cards to the email that I had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you- Okay. ...don't see it in your inbox, be sure to check your spam or check your junk folder, okay? Yeah, yeah. Oh, absolutely. Oh, fantastic. I really appreciate it. You're welcome. Is there anything else I could assist you with today? Nope, that was it. Thank you very much. You're welcome. You have a great weekend, okay? Thank you. 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: Hey, Justin. Um, I was following up, uh, on, uh, the, uh, benefit cards. Uh, I was told that I would, I would get 'em within, uh, within a week of the first deductions. We have not seen them yet, and it's been a couple weeks, but I was just calling to see if I could get the, like, the group number and the, uh, you know, the coverage number, uh, even if I didn't get the physical cards in the mail yet.

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

Speaker speaker_1: Uh, Oxford.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: Uh, 8711.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Uh, Peter Balankowski.

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

Speaker speaker_1: Um, Lebanon, Indiana 46052, and it's 1721 Danielle Road.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: January 12, '70.

Speaker speaker_0: And a good telephone number, I have is 847-514-0738.

Speaker speaker_1: Perfect.

Speaker speaker_0: And the email I have pbalanko@yahoo?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. So checking my calendar, it looks like you became active in the coverage as of this past Monday, the 17th. So you should be receiving physical ID cards early next week. However, do you mind if I place you on a brief hold while I search up that information, and I'll email it to you?

Speaker speaker_1: No, that'd be fantastic. Thank you.

Speaker speaker_0: Okay. Hello, Peter. Are you still there?

Speaker speaker_1: Mm-hmm.

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

Speaker speaker_1: Okay.

Speaker speaker_0: ...don't see it in your inbox, be sure to check your spam or check your junk folder, okay?

Speaker speaker_1: Yeah, yeah. Oh, absolutely. Oh, fantastic. I really appreciate it.

Speaker speaker_0: You're welcome. Is there anything else I could assist you with today?

Speaker speaker_1: Nope, that was it. Thank you very much.

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

Speaker speaker_1: Thank you. Bye.

Speaker speaker_0: All right, bye-bye.