

## **Transcript: Justin**

**Mills-5574372868800512-5165522382536704**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi. My name's Jacob Whitney. Uh, I have you guys through Oxford, uh, Global Resources. Um, I was curious how I can use my dental insurance. I didn't see it on my card. I didn't know like what I should point out to them to use. Uh, can you help me through that? Yeah. I could possibly email you the correct ID card. So Oxford, what's the last four of your Social? My last four is 0162. And for security purposes, can you verify your home address, including city, state and zip code, Jacob? Sure. It's uh, y- the whole thing, so you'll want 1553, uh, 1533 Falling Waters Way at Webster, New York, uh, 14580. And your date of birth? 11/03/1995. And a good telephone number how does 315-271-4769... Yep, that's perfect. ... and the email it has is jacobwhitney95@gmail? Yep, perfect. Okay. Well, here, do you mind if I place you on a brief hold while I email that information to you? Sure, that works. Okay. Hello, Jacob. You still there? Yep. Awesome. Thank you so much for holding. So I went ahead and emailed you your ID cards to the email we had on file. Email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsinacard.com, okay? Perfect. I just got it. Awesome. Now, there are telephone numbers in the email as well. Um, when you do call them, just provide them with your ZIP code, okay? Okay. Sounds good. Thank you. You're welcome. You have a great day, okay? You too. All right, bye-bye. Thanks.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hi. My name's Jacob Whitney. Uh, I have you guys through Oxford, uh, Global Resources. Um, I was curious how I can use my dental insurance. I didn't see it on my card. I didn't know like what I should point out to them to use. Uh, can you help me through that?

Speaker speaker\_1: Yeah. I could possibly email you the correct ID card. So Oxford, what's the last four of your Social?

Speaker speaker\_2: My last four is 0162.

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

Speaker speaker\_2: Sure. It's uh, y- the whole thing, so you'll want 1553, uh, 1533 Falling Waters Way at Webster, New York, uh, 14580.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: 11/03/1995.

Speaker speaker\_1: And a good telephone number how does 315-271-4769...

Speaker speaker\_2: Yep, that's perfect.

Speaker speaker\_1: ... and the email it has is jacobwhitney95@gmail?

Speaker speaker\_2: Yep, perfect.

Speaker speaker\_1: Okay. Well, here, do you mind if I place you on a brief hold while I email that information to you?

Speaker speaker\_2: Sure, that works.

Speaker speaker\_1: Okay. Hello, Jacob. You still there?

Speaker speaker\_2: Yep.

Speaker speaker\_1: Awesome. Thank you so much for holding. So I went ahead and emailed you your ID cards to the email we had on file. Email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsinacard.com, okay?

Speaker speaker\_2: Perfect. I just got it.

Speaker speaker\_1: Awesome. Now, there are telephone numbers in the email as well. Um, when you do call them, just provide them with your ZIP code, okay?

Speaker speaker\_2: Okay. Sounds good. Thank you.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: You too.

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

Speaker speaker\_2: Thanks.