

Transcript: Justin

Mills-5592665821757440-5341959638433792

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? Yes, um, this... Uh, this is Miranda Pennell. Um, DeSarge Staffing. And I called about... I think it was about two weeks ago, and they said that I was supposed to get my insurance card through the mail within seven to ten days. But, um, I just wanna see if you could look that up for me. Okay. Um, so DeSarge Staffing, what's the last four of your social? 1737. And for security purposes, can you verify the home address, including city, state and zip code, Miranda? 108 Kentucky Avenue Northeast, Hanceville, Alabama 35077. And your date of birth? January 17th, 1991. And a good cell phone number has 256-999-6274? Yes, sir. Email has miranda hendrix@ymail.com? Yes, sir. Okay. Um, so looking at the calendar, it looks like the reason why you haven't received the ID cards just yet is because you just became active in the coverage as of today. So you should be receiving those- Oh. ... early next week. However, if you did call back Thursday or Friday of this week, we can email the ID cards to you then because it does take the insurance carrier at least 72 hours to generate policy information. Okay. Okay. All right. Well, I appreciate it. You're welcome. Is there anything else I could help you out with today? That's all. Thank you. You're welcome. You have a great day, okay? You too. Bye-bye. 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: Yes, um, this... Uh, this is Miranda Pennell. Um, DeSarge Staffing. And I called about... I think it was about two weeks ago, and they said that I was supposed to get my insurance card through the mail within seven to ten days. But, um, I just wanna see if you could look that up for me.

Speaker speaker_1: Okay. Um, so DeSarge Staffing, what's the last four of your social?

Speaker speaker_2: 1737.

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

Speaker speaker_2: 108 Kentucky Avenue Northeast, Hanceville, Alabama 35077.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: January 17th, 1991.

Speaker speaker_1: And a good cell phone number has 256-999-6274?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Email has miranda hendrix@ymail.com?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. Um, so looking at the calendar, it looks like the reason why you haven't received the ID cards just yet is because you just became active in the coverage as of today. So you should be receiving those-

Speaker speaker_2: Oh.

Speaker speaker_1: ... early next week. However, if you did call back Thursday or Friday of this week, we can email the ID cards to you then because it does take the insurance carrier at least 72 hours to generate policy information.

Speaker speaker_2: Okay. Okay. All right. Well, I appreciate it.

Speaker speaker_1: You're welcome. Is there anything else I could help you out with today?

Speaker speaker_2: That's all. Thank you.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye-bye.