

Transcript: Justin

Mills-5616476712124416-5055170791653376

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Uh, good morning, uh, Just- my name is, uh, Hu Tran. Um, the last year I am, um, have a Instagram, uh, all the time, uh, with the Oxf- Mm-hmm. ... but, uh, last year I have asked more for the, uh, what is this? How it called for the eye? Okay, see, we're at- we're at it... And then I ask more, I, uh, ask more by, for the Instagram for the go check up for the eye. And then, um, they say, uh, to be January 6th, I get a new card or something like that. But until right now, I don't get everything. Okay. Well, let me check on that for you. What's the staffing agency you work for? Excuse me? What's the staffing agency you work for? Who's your employer? Um, uh, Of- Oxf- So Oxford Global. And the last four of your Social? Uh, 1096. And for security purposes, can you verify your home address, including city, state and zip code now? Uh, 618 Abbott Way, New Pittis, 95035. And your date of birth? 03/23/1965. And a good telephone number I have is 408-482-9020. Correct. And the email I have is D-O A-N-T-R-I-E U-M-A-I 1932 at Gmail. Yes, correct. Okay. So you stated you were needing your Vision ID card. Is that correct? Yeah. Because, uh, they say, uh, to be January, uh, uh, uh, January, uh, January 6th, I should be get the new card for house and, uh, for eye, everything. Yes. So you did become active in the c- in the 2025 coverage as of January 6th, so you should be receiving physical ID cards early next week. However, I can email that information to you just so you have it. Do you mind if I place you on a brief hold while I do that? Okay. Sure. Please, I'm glad we share that. So we- Mm-hmm. ... are you saying the next week I can get it? Um, yes. So physical ID cards would be received, uh, early next week- Okay. ... since you became active as of Monday. Oh, okay. Okay, okay. Thank you so much. And, and, um- You're welcome. ... uh, you have a great day and God bless you. Oh. Take care. Well, bear with me one second, 'cause I'm gonna email you your ID cards, okay? Yes, please. I'm glad we share that. Okay. Thank you so much. And Happy New Year. I forgot as well. You're welcome. Bear with me one second. Okay. I'm gonna place you on, on a hold, okay? Oh, yeah, please. Yeah. Okay. And I check the email either too. Yeah. Hello, are you still there? Yes, I'm here. Awesome, thank you so much for holding. So, I went ahead and emailed you all of your ID cards. Um, email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsandcard.com, okay? Okay. Okay. And if you don't see it in your inbox, be sure to check your spam folder or your junk folder to be on the safe side, okay? Okay, can you wait for me three minutes now? I got a, an email from you right now. I want to make sure. Okay. To be, can I question with you, um, uh, all the information for the ID card for me and can use? But, uh- Yes. Yeah, and then, um, uh, so I wait for next week? Okay, um, uh, sorry, I want to confirm back with you, I have, uh, buy insurance. What kind of insurance I buy, uh, for the health, for the, uh, um, for the eyes? That's all, right? Um, so you have medical, uh, so that covers hospitals, doctors and

medications as well as preventative healthcare services, and then I'm seeing dental and vision as well. So I emailed all of those ID cards to you. Even the, uh, dental I have too? Yes. Oh, okay. So, um, dental and vision is on, okay. So, um, and then I should be, uh, waiting for the car come in and I, uh, go the doctor. Anyway, uh, again, thank you so much and God bless you and happy New Year. Take care. You're welcome. Happy New Year to you as well. You have a great day. Great day, bye-bye. Mm-hmm. Bye-bye. Yeah. 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 on a Card. This is Justin. How can I help you today?

Speaker speaker_2: Uh, good morning, uh, Just- my name is, uh, Hu Tran. Um, the last year I am, um, have a Instagram, uh, all the time, uh, with the Oxf-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... but, uh, last year I have asked more for the, uh, what is this? How it called for the eye?

Speaker speaker_1: Okay, see, we're at- we're at it...

Speaker speaker_2: And then I ask more, I, uh, ask more by, for the Instagram for the go check up for the eye. And then, um, they say, uh, to be January 6th, I get a new card or something like that. But until right now, I don't get everything.

Speaker speaker_1: Okay. Well, let me check on that for you. What's the staffing agency you work for?

Speaker speaker_2: Excuse me?

Speaker speaker_1: What's the staffing agency you work for? Who's your employer?

Speaker speaker_2: Um, uh, Of- Oxf-

Speaker speaker_1: So Oxford Global. And the last four of your Social?

Speaker speaker_2: Uh, 1096.

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

Speaker speaker_2: Uh, 618 Abbott Way, New Pittis, 95035.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 03/23/1965.

Speaker speaker_1: And a good telephone number I have is 408-482-9020.

Speaker speaker_2: Correct.

Speaker speaker_1: And the email I have is D-O A-N-T-R-I-E U-M-A-I 1932 at Gmail.

Speaker speaker_2: Yes, correct.

Speaker speaker_1: Okay. So you stated you were needing your Vision ID card. Is that correct?

Speaker speaker_2: Yeah. Because, uh, they say, uh, to be January, uh, uh, uh, January, uh, January 6th, I should be get the new card for house and, uh, for eye, everything.

Speaker speaker_1: Yes. So you did become active in the c- in the 2025 coverage as of January 6th, so you should be receiving physical ID cards early next week. However, I can email that information to you just so you have it. Do you mind if I place you on a brief hold while I do that?

Speaker speaker_2: Okay. Sure. Please, I'm glad we share that. So we-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... are you saying the next week I can get it?

Speaker speaker_1: Um, yes. So physical ID cards would be received, uh, early next week-

Speaker speaker_2: Okay.

Speaker speaker_1: ... since you became active as of Monday.

Speaker speaker_2: Oh, okay. Okay, okay. Thank you so much. And, and, um-

Speaker speaker_1: You're welcome.

Speaker speaker_2: ... uh, you have a great day and God bless you.

Speaker speaker_1: Oh.

Speaker speaker_2: Take care.

Speaker speaker_1: Well, bear with me one second, 'cause I'm gonna email you your ID cards, okay?

Speaker speaker_2: Yes, please. I'm glad we share that.

Speaker speaker_1: Okay.

Speaker speaker_2: Thank you so much. And Happy New Year. I forgot as well.

Speaker speaker_1: You're welcome. Bear with me one second.

Speaker speaker_2: Okay.

Speaker speaker_1: I'm gonna place you on, on a hold, okay?

Speaker speaker_2: Oh, yeah, please. Yeah.

Speaker speaker_1: Okay.

Speaker speaker_2: And I check the email either too. Yeah.

Speaker speaker_1: Hello, are you still there?

Speaker speaker_2: Yes, I'm here.

Speaker speaker_1: Awesome, thank you so much for holding. So, I went ahead and emailed you all of your ID cards. Um, email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsandcard.com, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. And if you don't see it in your inbox, be sure to check your spam folder or your junk folder to be on the safe side, okay?

Speaker speaker_2: Okay, can you wait for me three minutes now? I got a, an email from you right now. I want to make sure. Okay. To be, can I question with you, um, uh, all the information for the ID card for me and can use? But, uh-

Speaker speaker_1: Yes.

Speaker speaker_2: Yeah, and then, um, uh, so I wait for next week? Okay, um, uh, sorry, I want to confirm back with you, I have, uh, buy insurance. What kind of insurance I buy, uh, for the health, for the, uh, um, for the eyes? That's all, right?

Speaker speaker_1: Um, so you have medical, uh, so that covers hospitals, doctors and medications as well as preventative healthcare services, and then I'm seeing dental and vision as well. So I emailed all of those ID cards to you.

Speaker speaker_2: Even the, uh, dental I have too?

Speaker speaker_1: Yes.

Speaker speaker_2: Oh, okay. So, um, dental and vision is on, okay. So, um, and then I should be, uh, waiting for the car come in and I, uh, go the doctor. Anyway, uh, again, thank you so much and God bless you and happy New Year. Take care.

Speaker speaker_1: You're welcome. Happy New Year to you as well.

Speaker speaker_2: You have a great day. Great day, bye-bye.

Speaker speaker_1: Mm-hmm. Bye-bye.

Speaker speaker_2: Yeah. Bye.