

Transcript: Justin

Mills-5639644259598336-4521190081216512

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? Hi. I calling for, uh, for ask them for insurance. So, I applied for the insurance and then I s-- um, I already charged it, so I want to ask, so when I get the insurance card? Um, yeah, let me check on that for you. What's the staffing agency you work for? Uh, I'm sorr- I'm sorry. So- uh, Socaha? What's the staffing agency you work for? Um, uh, uh, Terra, Terrast. Terrastar. Okay, so Terra Staffing- Terrastar. ... and the last four of your Social? Yeah. Uh, wait, wait, wait, wait. 5938. And for security purposes, can you verify your home address, including city, state and zip code? 2744 South 374 Plus Federal Way, Washington 98003. And your date of birth? Um, uh, December 18, 1957. You said December 18th? Yeah, December 18. All right. And a good telephone number to have is 206-832-9027? Yes. And the email I have is S-O-L-E-N-C-H-H-E-N-G@yahoo.com? Yes. Okay. So, looking at the calendar, it looks like you became active in the coverage as of this past Monday, the 23rd. 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 can possibly email it to you? Yes, please. Okay, I'll be right back for you. Okay? Okay. Okay. Hello, are you still there? Yes. Awesome. Thank you so much for holding. So, I was able to pull up your dental and your vision ID card for you. However, when it came- Mm-hmm. ... to your medical card, I wasn't able to pull that one from the website, so I actually have to reach out to my back office, have them send a manual update to the insurance carrier, and then I can reach back out to you once I obtain that, um, ID card for you. Um, but I went ahead and emailed you your dental and your vision card to the email we had on file. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay? Okay. But the, the miracle is you cannot, uh, email me, right? Um, correct, because I wasn't able to pull it from the website just yet. So, what I have to do, I have to email my back office, have them send a manual update to the insurance carrier, and then once I do receive word back from my back office, I can give you a call back with the ID card. Okay. Okay, thank you. You're welcome, ma'am. Is there anything else I can- So, when you gonna... So, when you gonna get back to your office? Um, now, I don't know my back office's schedule. Um, but like I said, once I do receive word... in- information from my back office from the insurance carrier, I can give you a call back. Mm-hmm. Okay? Okay. So, but you say they gonna send out early next week? Correct. You should receive physical ID cards early next week. Yes, ma'am. Oh, okay, okay. It's fine. Thank you. You're welcome. Is there anything else I could help you out with today? Uh, that's all. Thank you. Awesome. You're welcome. You have a great day, okay? Bye. You, too. Bye. All right, 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: Hi. I calling for, uh, for ask them for insurance. So, I applied for the insurance and then I s-- um, I already charged it, so I want to ask, so when I get the insurance card?

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

Speaker speaker_2: Uh, I'm sorr- I'm sorry. So- uh, Socaha?

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

Speaker speaker_2: Um, uh, uh, Terra, Terrast. Terrastar.

Speaker speaker_1: Okay, so Terra Staffing-

Speaker speaker_2: Terrastar.

Speaker speaker_1: ... and the last four of your Social?

Speaker speaker_2: Yeah. Uh, wait, wait, wait, wait. 5938.

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

Speaker speaker_2: 2744 South 374 Plus Federal Way, Washington 98003.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: Um, uh, December 18, 1957.

Speaker speaker_1: You said December 18th?

Speaker speaker_2: Yeah, December 18.

Speaker speaker_1: All right. And a good telephone number to have is 206-832-9027?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email I have is S-O-L-E-N-C-H-H-E-N-G@yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So, looking at the calendar, it looks like you became active in the coverage as of this past Monday, the 23rd. 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 can possibly email it to you?

Speaker speaker_2: Yes, please.

Speaker speaker_1: Okay, I'll be right back for you. Okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Hello, are you still there?

Speaker speaker_2: Yes.

Speaker speaker_1: Awesome. Thank you so much for holding. So, I was able to pull up your dental and your vision ID card for you. However, when it came-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... to your medical card, I wasn't able to pull that one from the website, so I actually have to reach out to my back office, have them send a manual update to the insurance carrier, and then I can reach back out to you once I obtain that, um, ID card for you. Um, but I went ahead and emailed you your dental and your vision card to the email we had on file. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay?

Speaker speaker_2: Okay. But the, the miracle is you cannot, uh, email me, right?

Speaker speaker_1: Um, correct, because I wasn't able to pull it from the website just yet. So, what I have to do, I have to email my back office, have them send a manual update to the insurance carrier, and then once I do receive word back from my back office, I can give you a call back with the ID card.

Speaker speaker_2: Okay. Okay, thank you.

Speaker speaker_1: You're welcome, ma'am. Is there anything else I can-

Speaker speaker_2: So, when you gonna... So, when you gonna get back to your office?

Speaker speaker_1: Um, now, I don't know my back office's schedule. Um, but like I said, once I do receive word... in- information from my back office from the insurance carrier, I can give you a call back.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay?

Speaker speaker_2: Okay. So, but you say they gonna send out early next week?

Speaker speaker_1: Correct. You should receive physical ID cards early next week. Yes, ma'am.

Speaker speaker_2: Oh, okay, okay. It's fine. Thank you.

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

Speaker speaker_2: Uh, that's all. Thank you.

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

Speaker speaker_2: Bye. You, too. Bye.

Speaker speaker_1: All right, bye-bye. Bye-bye.