

Transcript: Justin

Mills-5649686935552000-6095130459291648

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, my name is Tremayne Dorsey, and I'm trying to figure out which card do I know to give to my doctor? Okay. What's the staffing agency you work for? MAU. And the last four of your social? 5025. And for security purposes, can you verify your home address, including city, state and zip code? 551 Lampkin Road, Harlem, Georgia 30814. And your date of birth? July 17th, 1993. And a good telephone number. Have a 706-564-1560? Yes. And then your email is dtiandre7 at gmail? Yes. Okay, so let's see here. So checking note history, I do see w- you were emailed your ID cards back on the 27th. Yes. Um, so the... Now, are you going for a regular doctor's visit or for preventative services? A regular doctor visit. Okay. Um, so you would show them the ID card that says Hospital Indemnity on it. It should say APL on the ID card as well. Say what on it? Should say APL, uh, as the insurance carrier and Hospital Indemnity. I don't see that one. I don't see that. So you stated to me... You don't see it? Mm-mm. Okay, well, bear with me one second. I'll resend you that ID card. Okay. Oh, Mr. Man, you still there? Yes, sir. Awesome. Thank you so much for holding. So I went ahead and emailed you the correct medical ID card to you. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com, okay? Yes, I have it. Awesome. But yeah, so you would show them that ID card and they can take care of the rest from there, okay? Okay. Appreciate it. You're welcome. You have a great day, all right? You too. All right, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Uh, my name is Tremayne Dorsey, and I'm trying to figure out which card do I know to give to my doctor?

Speaker speaker_0: Okay. What's the staffing agency you work for?

Speaker speaker_1: MAU.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 5025.

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

Speaker speaker_1: 551 Lampkin Road, Harlem, Georgia 30814.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: July 17th, 1993.

Speaker speaker_0: And a good telephone number. Have a 706-564-1560?

Speaker speaker_1: Yes.

Speaker speaker_0: And then your email is dtiandre7 at gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so let's see here. So checking note history, I do see w- you were emailed your ID cards back on the 27th.

Speaker speaker_1: Yes.

Speaker speaker_0: Um, so the... Now, are you going for a regular doctor's visit or for preventative services?

Speaker speaker_1: A regular doctor visit.

Speaker speaker_0: Okay. Um, so you would show them the ID card that says Hospital Indemnity on it. It should say APL on the ID card as well.

Speaker speaker_1: Say what on it?

Speaker speaker_0: Should say APL, uh, as the insurance carrier and Hospital Indemnity.

Speaker speaker_1: I don't see that one. I don't see that.

Speaker speaker_0: So you stated to me... You don't see it?

Speaker speaker_1: Mm-mm.

Speaker speaker_0: Okay, well, bear with me one second. I'll resend you that ID card.

Speaker speaker_1: Okay.

Speaker speaker_0: Oh, Mr. Man, you still there?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Awesome. Thank you so much for holding. So I went ahead and emailed you the correct medical ID card to you. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com, okay?

Speaker speaker_1: Yes, I have it.

Speaker speaker_0: Awesome. But yeah, so you would show them that ID card and they can take care of the rest from there, okay?

Speaker speaker_1: Okay. Appreciate it.

Speaker speaker_0: You're welcome. You have a great day, all right?

Speaker speaker_1: You too.

Speaker speaker_0: All right, bye-bye.