

Transcript: Justin

Mills-5778551926472704-6006871414849536

Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Yes, how you doing? I was wondering why I haven't received my car- my, uh, health benefits card in the mail yet. Yeah, let me check on that. What's that staffing agency you work for? Focus Workforce Management. And the last four of your social? Five, one, one, five. And what was your first name, last name? Mohammed, M-O-H-A-M-M-E-D. Last name is Khan, K-H-A-N. And for security purposes, could you verify your home address, including city, state and zip code, Mohammed? Yes. 939 Mauch Chunk Road, Palmerton, PA 18071. And confirm your date of birth. 12/27/69. And a good telephone number have as 484-627-2482. Yes. And that you now have an eddie.drummer76 at gmail? Yes. Okay, um, well, here. Um, I can email you your ID card just so you have it, and then put in a new request for a new physical ID card to be mailed out to you. Uh, do you mind if I place you on a brief hold while I do all of that for you? Yes. Okay, I'll be right back for you, okay? Yep. Okay. Here's to an old friend, an ex-client. I take it you're not exactly overjoyed that I'm not staying with you. Hello? Mohammed, you still there? Yes. Awesome, thank you so much for holding so- so long. Uh, first thing, I emailed you your ID card to the email that was on file. Email coming from INFO... You're breaking up. I stated I emailed you your ID card to the email that was on file. Okay. Email that you should look out for is coming from INFO, that's I-N-F-O, @benefitsonthecard.com, okay? All right. Second thing, I emailed the insurance carrier as well, put in a new request for a physical ID card to be mailed out to you, so you should receive that one in seven to 10 business days. Okay? Okay. So I could use my, uh, card that's on the phone? Correct. Yes, sir. Okay. And is there, uh, uh, an app for the card or no? No, sir. No. Okay. So how do I find the provider? Um, so there are telephone numbers in the email I sent you as well, um, so when you do call them, just provide them with your zip code, okay? Okay. Is there anything else I could assist you with today? Well, no, that should be it. Awesome. Well, you have a wonderful day, okay? Thank you. You're welcome. Bye-bye.

Conversation Format

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

Speaker speaker_1: Yes, how you doing? I was wondering why I haven't received my car- my, uh, health benefits card in the mail yet.

Speaker speaker_0: Yeah, let me check on that. What's that staffing agency you work for?

Speaker speaker_1: Focus Workforce Management.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: Five, one, one, five.

Speaker speaker_0: And what was your first name, last name?

Speaker speaker_1: Mohammed, M-O-H-A-M-M-E-D. Last name is Khan, K-H-A-N.

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

Speaker speaker_1: Yes. 939 Mauch Chunk Road, Palmerton, PA 18071.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 12/27/'69.

Speaker speaker_0: And a good telephone number have as 484-627-2482.

Speaker speaker_1: Yes.

Speaker speaker_0: And that you now have an eddie.drummer76 at gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, um, well, here. Um, I can email you your ID card just so you have it, and then put in a new request for a new physical ID card to be mailed out to you. Uh, do you mind if I place you on a brief hold while I do all of that for you?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, I'll be right back for you, okay?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay.

Speaker speaker_2: Here's to an old friend, an ex-client. I take it you're not exactly overjoyed that I'm not staying with you.

Speaker speaker_1: Hello?

Speaker speaker_0: Mohammed, you still there?

Speaker speaker_1: Yes.

Speaker speaker_0: Awesome, thank you so much for holding so- so long. Uh, first thing, I emailed you your ID card to the email that was on file. Email coming from INFO... You're breaking up. I stated I emailed you your ID card to the email that was on file.

Speaker speaker_1: Okay.

Speaker speaker_0: Email that you should look out for is coming from INFO, that's I-N-F-O, @benefitsonthecard.com, okay?

Speaker speaker_1: All right. Second thing, I emailed the insurance carrier as well, put in a new request for a physical ID card to be mailed out to you, so you should receive that one in seven to 10 business days. Okay? Okay. So I could use my, uh, card that's on the phone?

Speaker speaker_0: Correct. Yes, sir.

Speaker speaker_1: Okay. And is there, uh, uh, an app for the card or no?

Speaker speaker_0: No, sir.

Speaker speaker_1: No. Okay. So how do I find the provider?

Speaker speaker_0: Um, so there are telephone numbers in the email I sent you as well, um, so when you do call them, just provide them with your zip code, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Is there anything else I could assist you with today?

Speaker speaker_1: Well, no, that should be it.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: Thank you.

Speaker speaker_0: You're welcome. Bye-bye.