

Transcript: Justin

Mills-5832484705189888-4529610066935808

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey. Good morning, Justin. How you doing? I'm doing pretty well, and yourself? I'm doing all right. Uh, my name's, uh, Patrick Gilden and, um, I'm trying to figure out how do I use my medical to see my, see a doctor if I needed to. Because I, I mean, I didn't get a card or anything. Um, yeah, let me check on that. I could possibly email it to you just so you have it. What's that staffing agency you work for? Uh, uh, Partner Personnel. And the last four of your Social? 7511. And what was your last name, Patrick? Uh, Gilden, G-I-L-D-E-N. And for security purposes, could you verify your home address, including city, state and zip code? Sure. 30929 Silver, S-I-L-V-E-R, Palm Drive, Homeland, California 92548. And confirming your date of birth? Oh, I'm sorry. Uh, 7-23-67. And a good telephone number have is 213-352-9255. Uh, yes, sir. And the email I have is patrickgil88@gmail. Uh, .com, yeah. Okay. Um, well here, do you mind if I place you in a brief hold while I email you your information? Sure. Go ahead. Okay. Hello, Patrick. You still there? Uh, yes, I am. Awesome. Thank you so much for holding. Um, so I went ahead and emailed you your ID card, uh, 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. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder, okay? Okay. Okay. Now, there are telephone numbers to find medical providers in your location. Um, once you do call them, just provide them with your zip code and they can provide you with what providers in your, in your location, okay? Okay. Okay. Well, is there anything else I could assist you with today, Patrick? No, that's it. Uh, th- thank you very much, uh, Jason. You have a g- good day. You do the same, okay? All right. All right. All right. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Hey. Good morning, Justin. How you doing?

Speaker speaker_0: I'm doing pretty well, and yourself?

Speaker speaker_1: I'm doing all right. Uh, my name's, uh, Patrick Gilden and, um, I'm trying to figure out how do I use my medical to see my, see a doctor if I needed to. Because I, I mean, I didn't get a card or anything.

Speaker speaker_0: Um, yeah, let me check on that. I could possibly email it to you just so you have it. What's that staffing agency you work for?

Speaker speaker_1: Uh, uh, Partner Personnel.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 7511.

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

Speaker speaker_1: Uh, Gilden, G-I-L-D-E-N.

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

Speaker speaker_1: Sure. 30929 Silver, S-I-L-V-E-R, Palm Drive, Homeland, California 92548.

Speaker speaker_0: And confirming your date of birth?

Speaker speaker_1: Oh, I'm sorry. Uh, 7-23-67.

Speaker speaker_0: And a good telephone number have is 213-352-9255.

Speaker speaker_1: Uh, yes, sir.

Speaker speaker_0: And the email I have is patrickgil88@gmail.

Speaker speaker_1: Uh,.com, yeah.

Speaker speaker_0: Okay. Um, well here, do you mind if I place you in a brief hold while I email you your information?

Speaker speaker_1: Sure. Go ahead.

Speaker speaker_0: Okay. Hello, Patrick. You still there?

Speaker speaker_1: Uh, yes, I am.

Speaker speaker_0: Awesome. Thank you so much for holding. Um, so I went ahead and emailed you your ID card, uh, 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. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Now, there are telephone numbers to find medical providers in your location. Um, once you do call them, just provide them with your zip code and they can provide you with what providers in your, in your location, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Well, is there anything else I could assist you with today, Patrick?

Speaker speaker_1: No, that's it. Uh, th- thank you very much, uh, Jason. You have a g- good day.

Speaker speaker_0: You do the same, okay?

Speaker speaker_1: All right. All right.

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_1: Bye.