

## **Transcript: Justin**

**Mills-6041330241716224-5761332733755392**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yes, sir. My name is Chaz Hames and, um, I got benefits through you guys, uh, through my job. But I never was sent out a card, no this type of information, anything. They just take the money from our check and insurance. So I'm trying to figure out what do I need to do about that. Yeah, let me check on that for you. What's that staffing agency you work for? MAU. And the last four of your social? 6562. And what was your first and last name again? I'm sorry. Chaz, C-H-A-Z. Last name Hames, H-A-M-E-S. Okay. And for security purposes, could you verify the home address, including city, state and zip code? It's 57204 Park Road, Dallas, Texas 75235. Looks like I have a different address on file. Oh, you probably have a 3011 Park Road, Apartment 1103, Dallas, Texas 75215. Correct. Is that a old address? Uh, no, you can keep that one. That's my mom's. No worries, and confirm your date of birth. June 30, 1990. And a good telephone number have a 682-331-7115? No, it's 214-281-7206. And just to confirm, 214-281-7206? Yes, sir. And the email I have is chazhames01 at gmail? Yes. Okay, so let's see here. Um, so what I'll go ahead and do, I'll email you your ID cards just so you have it, and then I'll go ahead and email the insurance carrier to send out new physical ID cards for you. But do you mind- Okay. ... if I place you on a brief hold while I do all of that? That's fine. Awesome. I'll be right back for you, okay? All right. Thank you. You're welcome. Hello, Chaz, you still there? Yeah. Awesome. Thank you so much for holding. So two things. Uh, first thing, I went ahead and emailed you all of the ID cards to the email we had on file. 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 the spam or check the junk folder. Secondly, I emailed the insurance carrier as well, uh, put in a request for new physical ID cards to be mailed out to you, so you should receive those within seven to 10 business days. Okay? Okay. I appreciate that. You're welcome. Is there anything else I could help you out with today? That'll be it. Thank you. You're welcome. You have a great day, okay? You too. Thank you. You're welcome. 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 in a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Yes, sir. My name is Chaz Hames and, um, I got benefits through you guys, uh, through my job. But I never was sent out a card, no this type of information, anything. They just take the money from our check and insurance. So I'm trying to figure out what do I need to do about that.

Speaker speaker\_1: Yeah, let me check on that for you. What's that staffing agency you work for?

Speaker speaker\_2: MAU.

Speaker speaker\_1: And the last four of your social?

Speaker speaker\_2: 6562.

Speaker speaker\_1: And what was your first and last name again? I'm sorry.

Speaker speaker\_2: Chaz, C-H-A-Z. Last name Hames, H-A-M-E-S.

Speaker speaker\_1: Okay. And for security purposes, could you verify the home address, including city, state and zip code?

Speaker speaker\_2: It's 57204 Park Road, Dallas, Texas 75235.

Speaker speaker\_1: Looks like I have a different address on file.

Speaker speaker\_2: Oh, you probably have a 3011 Park Road, Apartment 1103, Dallas, Texas 75215.

Speaker speaker\_1: Correct. Is that a old address?

Speaker speaker\_2: Uh, no, you can keep that one. That's my mom's.

Speaker speaker\_1: No worries, and confirm your date of birth.

Speaker speaker\_2: June 30, 1990.

Speaker speaker\_1: And a good telephone number have a 682-331-7115?

Speaker speaker\_2: No, it's 214-281-7206.

Speaker speaker\_1: And just to confirm, 214-281-7206?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And the email I have is chazhames01 at gmail?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay, so let's see here. Um, so what I'll go ahead and do, I'll email you your ID cards just so you have it, and then I'll go ahead and email the insurance carrier to send out new physical ID cards for you. But do you mind-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... if I place you on a brief hold while I do all of that?

Speaker speaker\_2: That's fine.

Speaker speaker\_1: Awesome. I'll be right back for you, okay?

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_1: You're welcome. Hello, Chaz, you still there?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Awesome. Thank you so much for holding. So two things. Uh, first thing, I went ahead and emailed you all of the ID cards to the email we had on file. 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 the spam or check the junk folder. Secondly, I emailed the insurance carrier as well, uh, put in a request for new physical ID cards to be mailed out to you, so you should receive those within seven to 10 business days. Okay?

Speaker speaker\_2: Okay. I appreciate that.

Speaker speaker\_1: You're welcome. Is there anything else I could help you out with today?

Speaker speaker\_2: That'll be it. Thank you.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: You too. Thank you.

Speaker speaker\_1: You're welcome. Bye-bye.