

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, uh, I was just wondering how I'm able to print off my insurance cards from you guys, and if I was able to put anybody else on my insurance as well. Uh, let me check on that. What's that staffing agency you work for? Uh, Surge, in Ashland. And the last four of your social? Uh, 5021. And what was your first and last name? Drake Matthews, two T's and an S. And, and for security purposes, could you verify your home address, including city, state and zip code, Drake? Yeah. Uh, 10 4th Avenue, Apartment A, Butler, Ohio, 44802, 44822, my bad. And your date of birth? Uh, 9/10/2002. And a good cell phone number have as 567-303-4940? Yes. And do you have a good email by any chance? Uh, yes. It is, uh, drakemattthews871@gmail.com. And just to confirm, drakemattthews871@gmail.com? Yes. Okay. Um, so what I can go ahead and do, I can email you your ID card just so you have it, so you'll be able to print it off because it's being sent as a PDF file. Um, secondly, um, unfortunately, we wouldn't be able to add anyone to the coverage since you're outside of your personal open enrollment period, which is 30 days from your first paycheck. However, if you really wanted to add someone right now, you would have to either experience a qualified life event, which may be considered as marriage or divorce, birth or adoption of a child or involuntary loss of coverage, in order to add someone right now. Um, what about, uh, my son? Did he recently just be born within the past 30 days? No, he, he'll be three next month. Okay. So unfortunately, he has to be born within the past 30 days, 'cause childbirth is considered a qualified life event. Okay. Okay. But do you mind if I place you on a brief hold while I email the ID card to you? Nope, that's fine. Okay. Hello, are you still there? Yes. Awesome. Thank you so much for holding. So I went ahead and emailed you your ID card 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, @benefitsandcard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder. Okay? I actually just received it. Awesome. Well, is there anything else I could assist you with today? Uh, nope. That'll be all. Awesome. Well, you have a wonderful day, okay? You as well. Thank you. 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: Hi, uh, I was just wondering how I'm able to print off my insurance cards from you guys, and if I was able to put anybody else on my insurance as well.

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

Speaker speaker_1: Uh, Surge, in Ashland.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: Uh, 5021.

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

Speaker speaker_1: Drake Matthews, two T's and an S.

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

Speaker speaker_1: Yeah. Uh, 10 4th Avenue, Apartment A, Butler, Ohio, 44802, 44822, my bad.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: Uh, 9/10/2002.

Speaker speaker_0: And a good cell phone number have as 567-303-4940?

Speaker speaker_1: Yes.

Speaker speaker_0: And do you have a good email by any chance?

Speaker speaker_1: Uh, yes. It is, uh, drakemattthews871@gmail.com.

Speaker speaker_0: And just to confirm, drakemattthews871@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so what I can go ahead and do, I can email you your ID card just so you have it, so you'll be able to print it off because it's being sent as a PDF file. Um, secondly, um, unfortunately, we wouldn't be able to add anyone to the coverage since you're outside of your personal open enrollment period, which is 30 days from your first paycheck. However, if you really wanted to add someone right now, you would have to either experience a qualified life event, which may be considered as marriage or divorce, birth or adoption of a child or involuntary loss of coverage, in order to add someone right now.

Speaker speaker_1: Um, what about, uh, my son?

Speaker speaker_0: Did he recently just be born within the past 30 days?

Speaker speaker_1: No, he, he'll be three next month.

Speaker speaker_0: Okay. So unfortunately, he has to be born within the past 30 days, 'cause childbirth is considered a qualified life event.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. But do you mind if I place you on a brief hold while I email the ID card to you?

Speaker speaker_1: Nope, that's fine.

Speaker speaker_0: Okay. Hello, are you still there?

Speaker speaker_1: Yes.

Speaker speaker_0: Awesome. Thank you so much for holding. So I went ahead and emailed you your ID card 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, @benefitsandcard.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: I actually just received it.

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

Speaker speaker_1: Uh, nope. That'll be all.

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

Speaker speaker_1: You as well. Thank you.

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_1: Bye.