

Transcript: Justin

Mills-6091210547478528-6405654364241920

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? Hello. Um, I've gotten an email, and I got signed in au- in all that. But I just would like to get a card sent to me. Okay. Um, I can possibly email it to you real quick. What's the staffing agency you work for? Ooh. Give me one second. Okay. Um, ISS, uh, Staffing Agency. And the last four of your social? Uh, 4937. And what was your first and last name? Logan Hopkins. Um, and for security purposes, can you verify your home address, including city, state and zip code, Logan? Yeah. Uh, 205 West Shawneetown Trail in Stilleville, Illinois. Uh, 62288. Yeah, 62288. And your date of birth? March 12/03. And a good telephone number have a 618-317-8129. Yep. And the email I have is lhopyb12 at gmail. Yep. Okay. Well, here, do you mind if I place you in a brief hold while I email you that information? Go ahead. Awesome. I'll be right back for you, okay? All right. Okay. Yeah. Awesome. Thank you so much for holding. Um, first thing, I went ahead and emailed you both of your ID cards to the email that was on file. The email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see it in your inbox, check your spam or check your junk folder. Secondly, I gave the insurance carrier as well, put in a request for new physical ID cards to be mailed out to you. So you should receive those within seven to ten business days. Okay? All righty. Okay. Thank you. You're welcome. Is there anything else I could help you out with today? Nope. That's it. Thank you. You're welcome. You have a great weekend, okay? Uh, you too. Bye bye. All right. 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: Hello. Um, I've gotten an email, and I got signed in au- in all that. But I just would like to get a card sent to me.

Speaker speaker_1: Okay. Um, I can possibly email it to you real quick. What's the staffing agency you work for?

Speaker speaker_2: Ooh. Give me one second.

Speaker speaker_1: Okay.

Speaker speaker_2: Um, ISS, uh, Staffing Agency.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: Uh, 4937.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Logan Hopkins.

Speaker speaker_1: Um, and for security purposes, can you verify your home address, including city, state and zip code, Logan?

Speaker speaker_2: Yeah. Uh, 205 West Shawneetown Trail in Stilleville, Illinois. Uh, 62288. Yeah, 62288.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: March 12/03.

Speaker speaker_1: And a good telephone number have a 618-317-8129.

Speaker speaker_2: Yep.

Speaker speaker_1: And the email I have is lhopyb12 at gmail.

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. Well, here, do you mind if I place you in a brief hold while I email you that information?

Speaker speaker_2: Go ahead.

Speaker speaker_1: Awesome. I'll be right back for you, okay?

Speaker speaker_2: All right.

Speaker speaker_1: Okay.

Speaker speaker_2: Yeah.

Speaker speaker_1: Awesome. Thank you so much for holding. Um, first thing, I went ahead and emailed you both of your ID cards to the email that was on file. The email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see it in your inbox, check your spam or check your junk folder. Secondly, I gave the insurance carrier as well, put in a request for new physical ID cards to be mailed out to you. So you should receive those within seven to ten business days. Okay?

Speaker speaker_2: All righty. Okay. Thank you.

Speaker speaker_1: You're welcome. Is there anything else I could help you out with today?

Speaker speaker_2: Nope. That's it. Thank you.

Speaker speaker_1: You're welcome. You have a great weekend, okay?

Speaker speaker_2: Uh, you too. Bye bye.

Speaker speaker_1: All right. Bye bye.