

## **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. This is Tina Chenault, and I was just calling to see if, um, you could tell me when my, um, insurance cards would be mailed out. Yeah. Let me check on that. What's that staffing agency you work for? It's Verstella. Verstella? Okay. And the last four of your social? 9553. And for security purposes, can you verify your home address, including city, state and zip code, Tina? 830 Claudy Wing Drive, Apartment 400, Indianapolis, Indiana 46227. And confirm your date of birth? 11/5/62. And a good telephone number I have is 317-797-9587. Uh-huh. And the email I have is tina@chenaut1@hotmail? Uh-huh. Okay. So let's see here. So checking my calendar, you did become active in the coverage as of the 3rd, so you should be receiving the physical ID cards within the next few days. Okay. However, do you mind if I place you on a brief hold while I email that information to you, just so you have it? Okay. Okay. Thank you. You're welcome. I'll be right back for you, okay? All right. Okay. Hello, Tina. You still there? Yes. Awesome. Thank you so much for holding. Um, so I went ahead and emailed you your ID cards to the email we had on file. Mm-hmm. Email that you should look for is coming from my personal work email, so justin@benefitsinacard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder, okay? All right. Now, I also emailed you a, the FreeRx registration, uh, email, uh, so you can gain access to your FreeRx account. Okay. Um, all you have to do, follow the directions that's in the email, and then you should be able to gain access it from there, okay? All right. All right. Thank you. Oh, by the way, can you... Um, is there a way that you can send me a list of doctors to that email address also? Um, yes. So I did include telephone numbers in the c- uh, ID card email. Okay. Um, all you have to do when you do call them is just provide them with your ZIP code. All right. All right. Is there anything else I could assist you with today? I think that's it. Awesome. Well, you have a wonderful day, okay, Tina? Thank you. You too. Thank you. 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. This is Tina Chenault, and I was just calling to see if, um, you could tell me when my, um, insurance cards would be mailed out.

Speaker speaker\_0: Yeah. Let me check on that. What's that staffing agency you work for?

Speaker speaker\_1: It's Verstella.

Speaker speaker\_0: Verstella? Okay. And the last four of your social?

Speaker speaker\_1: 9553.

Speaker speaker\_0: And for security purposes, can you verify your home address, including city, state and zip code, Tina?

Speaker speaker\_1: 830 Claudy Wing Drive, Apartment 400, Indianapolis, Indiana 46227.

Speaker speaker\_0: And confirm your date of birth?

Speaker speaker\_1: 11/5/62.

Speaker speaker\_0: And a good telephone number I have is 317-797-9587.

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: And the email I have is tina@chenaut1@hotmail?

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: Okay. So let's see here. So checking my calendar, you did become active in the coverage as of the 3rd, so you should be receiving the physical ID cards within the next few days.

Speaker speaker\_1: Okay.

Speaker speaker\_0: However, do you mind if I place you on a brief hold while I email that information to you, just so you have it?

Speaker speaker\_1: Okay. Okay. Thank you.

Speaker speaker\_0: You're welcome. I'll be right back for you, okay?

Speaker speaker\_1: All right.

Speaker speaker\_0: Okay. Hello, Tina. You still there?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Awesome. Thank you so much for holding. Um, so I went ahead and emailed you your ID cards to the email we had on file.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Email that you should look for is coming from my personal work email, so justin@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: All right.

Speaker speaker\_0: Now, I also emailed you a, the FreeRx registration, uh, email, uh, so you can gain access to your FreeRx account.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, all you have to do, follow the directions that's in the email, and then you should be able to gain access it from there, okay?

Speaker speaker\_1: All right. All right. Thank you. Oh, by the way, can you... Um, is there a way that you can send me a list of doctors to that email address also?

Speaker speaker\_0: Um, yes. So I did include telephone numbers in the c- uh, ID card email.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, all you have to do when you do call them is just provide them with your ZIP code.

Speaker speaker\_1: All right. All right.

Speaker speaker\_0: Is there anything else I could assist you with today?

Speaker speaker\_1: I think that's it.

Speaker speaker\_0: Awesome. Well, you have a wonderful day, okay, Tina?

Speaker speaker\_1: Thank you. You too.

Speaker speaker\_0: Thank you. Bye-bye.

Speaker speaker\_1: Bye.