

## **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. I called, like, a week and a half ago, um, but they didn't have it available. I was wondering if I could get an electric copy of my insurance card? Yeah. Let me check on that for you. What's the staffing agency you work for? Yeah, this is a staffing agency, um, Nor Staffing Group. So, Nor Staffing, and the last four of your social? 8049. Let's see here. And what was your first and last name? Elizabeth Kim. Okay. And for security purposes, could you verify your home address, including city, state and zip code? Yeah. 361 Tompkins Avenue, Apartment 3, Brooklyn, New York, 11216. And confirm your date of birth? 01/05/2000. And a good telephone number I have is 832-403-6313? Correct. And the email I have is ekim9722@gmail? Yeah. That's my email address. Okay. So let's see here. So looking at the calendar, it looks like you became active with the coverage as of last Monday the 3rd, so you should be receiving physical ID cards within the next few days. However, do you mind if I place you in a brief hold while I search up that information and I'll email it to you real quick? Yeah. That'd be perfect. I'll send my bread back for you, okay? Okay. Sounds good. All right. Thanks. Hello, Elizabeth. You still there? Oh, yeah. Still here. Awesome. Thank you so much for holding. So, I went ahead and emailed you your 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 your spam or check your junk folder, okay? Okay. Sounds good. Thank you so much. I'm sorry, what was your name again? My name is Justin. Okay. Sounds good. Thank you, Josh. You're welcome. You have a great day, okay? Okay. Take care. Bye-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. I called, like, a week and a half ago, um, but they didn't have it available. I was wondering if I could get an electric copy of my insurance card?

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

Speaker speaker\_1: Yeah, this is a staffing agency, um, Nor Staffing Group.

Speaker speaker\_0: So, Nor Staffing, and the last four of your social?

Speaker speaker\_1: 8049.

Speaker speaker\_0: Let's see here. And what was your first and last name?

Speaker speaker\_1: Elizabeth Kim.

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

Speaker speaker\_1: Yeah. 361 Tompkins Avenue, Apartment 3, Brooklyn, New York, 11216.

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

Speaker speaker\_1: 01/05/2000.

Speaker speaker\_0: And a good telephone number I have is 832-403-6313?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And the email I have is ekim9722@gmail?

Speaker speaker\_1: Yeah. That's my email address.

Speaker speaker\_0: Okay. So let's see here. So looking at the calendar, it looks like you became active with the coverage as of last Monday the 3rd, so you should be receiving physical ID cards within the next few days. However, do you mind if I place you in a brief hold while I search up that information and I'll email it to you real quick?

Speaker speaker\_1: Yeah. That'd be perfect.

Speaker speaker\_0: I'll send my bread back for you, okay?

Speaker speaker\_1: Okay. Sounds good.

Speaker speaker\_0: All right.

Speaker speaker\_1: Thanks.

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

Speaker speaker\_1: Oh, yeah. Still here.

Speaker speaker\_0: Awesome. Thank you so much for holding. So, I went ahead and emailed you your 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 your spam or check your junk folder, okay?

Speaker speaker\_1: Okay. Sounds good. Thank you so much. I'm sorry, what was your name again?

Speaker speaker\_0: My name is Justin.

Speaker speaker\_1: Okay. Sounds good. Thank you, Josh.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: Okay. Take care. Bye-bye.

Speaker speaker\_0: Bye-bye.