

Transcript: Justin

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Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hello. This is Elsa Figueroa. I'm just waiting for my, uh, insurance card because it's taking too long. So can you... If it is possible, if you can mail it to me or send me the copy through via text message? Um, yeah. Let me check on that for you. What's that staffing agency you work for? Surge. S-E- S-U-R-G-E. Surge Staffing and : And the last four of your social? 2731. And for security purposes, could you verify your home address, including city, state and zip code? Uh, 629 Rose Lane, Bartlett, Illinois. 60103 zip code. And confirm your date of birth? Birthday? Correct. Your date of birth? 8/30/63. And a good telephone number I have is 630-398-7905. That is correct. And the email I have is quademboy30@yahoo. Dot com. Okay. So looking at the file, it looks like you're in a pending request sent for enrollment. So it looks like Surge is making deductions on you sometime this week for you to become active on Monday of next week, the 28th. Oh, okay. Okay. So once you become active, physical ID cards will be received at the mailing address that's on file within seven to 10 business days. However, if you did call back Thursday or Friday of next week, we can email the ID cards to you just so you have them. So they, they didn't, uh, deduct it yet? On the ... On next week or this week? So they're deducting sometime this week for you to become active on Monday the 28th, which is on Monday of next week. Okay. So when do I... Can I call you on Monday or Tuesday to get my, the copy of my insurance card without waiting for the mail? Yeah. So I stated if you called back Thursday or Friday of next week, we can email the ID cards to you then because it takes the insurance carrier at least 72 hours to generate policy numbers. But can I, can I get it on Wednesday? Uh, what's the earliest day I can get it by email or text? Thursday. Thursday or Friday of next week, sir. Okay. Yes, thank you. You're welcome. You have a great day, okay? Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hello. This is Elsa Figueroa. I'm just waiting for my, uh, insurance card because it's taking too long. So can you... If it is possible, if you can mail it to me or send me the copy through via text message?

Speaker speaker_0: Um, yeah. Let me check on that for you. What's that staffing agency you work for?

Speaker speaker_1: Surge. S-E- S-U-R-G-E. Surge Staffing and :

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 2731.

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

Speaker speaker_1: Uh, 629 Rose Lane, Bartlett, Illinois. 60103 zip code.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: Birthday?

Speaker speaker_0: Correct. Your date of birth?

Speaker speaker_1: 8/30/63.

Speaker speaker_0: And a good telephone number I have is 630-398-7905.

Speaker speaker_1: That is correct.

Speaker speaker_0: And the email I have is quademboy30@yahoo.

Speaker speaker_1: Dot com.

Speaker speaker_0: Okay. So looking at the file, it looks like you're in a pending request sent for enrollment. So it looks like Surge is making deductions on you sometime this week for you to become active on Monday of next week, the 28th.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Okay. So once you become active, physical ID cards will be received at the mailing address that's on file within seven to 10 business days. However, if you did call back Thursday or Friday of next week, we can email the ID cards to you just so you have them.

Speaker speaker_1: So they, they didn't, uh, deduct it yet? On the ... On next week or this week?

Speaker speaker_0: So they're deducting sometime this week for you to become active on Monday the 28th, which is on Monday of next week.

Speaker speaker_1: Okay. So when do I... Can I call you on Monday or Tuesday to get my, the copy of my insurance card without waiting for the mail?

Speaker speaker_0: Yeah. So I stated if you called back Thursday or Friday of next week, we can email the ID cards to you then because it takes the insurance carrier at least 72 hours to generate policy numbers.

Speaker speaker_1: But can I, can I get it on Wednesday? Uh, what's the earliest day I can get it by email or text?

Speaker speaker_0: Thursday. Thursday or Friday of next week, sir.

Speaker speaker_1: Okay. Yes, thank you.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: Thank you. Bye-bye.