

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, my name is Steven Boyer, and I've not received my, uh, card yet. Yeah, let me check on that for you. What's the staffing agency you work for? Crown. Crown Services. And the last four of your Social? Three, three, three, zero. And for security purposes, could you verify your home address, including city, state and zip code, Steven? Uh, it is 17636 Park Drive, uh, Bright City, Missouri, 63390. And confirm your date of birth? March 28, 92. And a good telephone number I have is 222-3905? Yes. And the email I have is boyersteven555@gmail? Yes. Okay, so checking my calendar, it looks like you became active in the coverage as of last Monday, the 3rd, so you should be receiving your physical ID card 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, just so you have it. Yeah, sure, I'd appreciate that. Word. I'll be right back for you, okay? Okay. All right. Hello, Steven. You still there? Yes. Awesome. Thank you so much for holding. So, I went ahead and emailed you your ID card, so the email we had on file. Email that you should be looking out for would be coming from info, that's I-N-F-O, @benefits.inacard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder, okay? Yeah. Um, will it show, like, my deductibles and coverage and stuff like that, too, in the email? Yes, sir. Okay. Yeah, I think- Is there anything else we can assist you with today? Nope, that's it. Awesome. Well, you have a wonderful day, okay? You too. 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, my name is Steven Boyer, and I've not received my, uh, card yet.

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

Speaker speaker_1: Crown.

Speaker speaker_0: Crown Services. And the last four of your Social?

Speaker speaker_1: Three, three, three, zero.

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

Speaker speaker_1: Uh, it is 17636 Park Drive, uh, Bright City, Missouri, 63390.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: March 28, 92.

Speaker speaker_0: And a good telephone number I have is 222-3905?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is boyersteven555@gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so checking my calendar, it looks like you became active in the coverage as of last Monday, the 3rd, so you should be receiving your physical ID card 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, just so you have it.

Speaker speaker_1: Yeah, sure, I'd appreciate that.

Speaker speaker_0: Word. I'll be right back for you, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Hello, Steven. 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, so the email we had on file. Email that you should be looking out for would be coming from info, that's I-N-F-O, @benefits.inacard.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: Yeah. Um, will it show, like, my deductibles and coverage and stuff like that, too, in the email?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. Yeah, I think-

Speaker speaker_0: Is there anything else we can assist you with today?

Speaker speaker_1: Nope, that's it.

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

Speaker speaker_1: You too.

Speaker speaker_0: All right, bye-bye.

Speaker speaker_1: Bye.