

Transcript: Justin

Mills-6626205306142720-5443199514132480

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey, this- hey, is this through- uh, is this, uh, Benefits through Accuforce? Yeah, we're the benefit administrators for Accuforce. Yes, sir. Okay. Hey, it's Bobby Dixon. I- I, um, put in for- for my health insurance. It's been pretty close to a month ago, I guess, and I ain't received no cards or nothing in the mail. Yeah, let me check on that for you. Um, so Accuforce, what's the last four of your Social? Uh, 5489. And for security purposes, can you verify the home address, including city, state and zip code, Bobby? It's 1131 Hillbilly Lane, Chilhowie, Virginia, 24319. And confirm your date of birth? Uh, 4/14/1982. And a good telephone number have us 781-4275? Yes. Okay. And the email have us bobbyjo1010@yahoo? Yeah. Okay, so let's see here. So looking at the calendar, it looks like you became active in the coverage as of October 14th, so you should be receiving the physical ID card within the next few days. However, do you mind if I place you on a brief hold while I email that information to you just so you have it? Yeah, go ahead. That'd be fine. Okay, I'll be right back for you, okay? Okay, thanks. Hello, Bobby, you still there? Yeah. Awesome. Thank you so much for holding. So I went ahead and emailed you your ID card to the email that was on file. Email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see it in your inbox, be sure to check the spam or check the junk folder, okay? Okay. Okay. Well, is there anything else I can help you out with today? No, that's just it. So I- y'all be getting my cards in the mail before long? Yes, sir. Within the next couple of days. Yes, sir. Okay, that's good, uh, 'cause, uh, I just wondered- I didn't know if it just had- something went wrong and they, uh, didn't have me on it or what happened but. Uh, no, sir. So once you become active in the coverage, it takes, uh, insurance carrier at least seven to ten business days to send out- Oh, okay. ... physical ID cards. So that may be the reason why. Oh, okay. I- they- nobody told me that, so. Totally understand. Uh, well, is there anything else I can help you out with today? Um, that'd be it, buddy. I appreciate it. You're welcome. You have a great day, okay? You too, 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 and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hey, this- hey, is this through- uh, is this, uh, Benefits through Accuforce?

Speaker speaker_1: Yeah, we're the benefit administrators for Accuforce. Yes, sir.

Speaker speaker_2: Okay. Hey, it's Bobby Dixon. I- I, um, put in for- for my health insurance. It's been pretty close to a month ago, I guess, and I ain't received no cards or nothing in the mail.

Speaker speaker_1: Yeah, let me check on that for you. Um, so Accuforce, what's the last four of your Social?

Speaker speaker_2: Uh, 5489.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and zip code, Bobby?

Speaker speaker_2: It's 1131 Hillbilly Lane, Chilhowie, Virginia, 24319.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: Uh, 4/14/1982.

Speaker speaker_1: And a good telephone number have us 781-4275?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And the email have us bobbyjo1010@yahoo?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay, so let's see here. So looking at the calendar, it looks like you became active in the coverage as of October 14th, so you should be receiving the physical ID card within the next few days. 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_2: Yeah, go ahead. That'd be fine.

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

Speaker speaker_2: Okay, thanks.

Speaker speaker_1: Hello, Bobby, you still there?

Speaker speaker_2: Yeah.

Speaker speaker_1: Awesome. Thank you so much for holding. So I went ahead and emailed you your ID card to the email that was on file. Email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see it in your inbox, be sure to check the spam or check the junk folder, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Well, is there anything else I can help you out with today?

Speaker speaker_2: No, that's just it. So I- y'all be getting my cards in the mail before long?

Speaker speaker_1: Yes, sir. Within the next couple of days. Yes, sir.

Speaker speaker_2: Okay, that's good, uh, 'cause, uh, I just wondered- I didn't know if it just had- something went wrong and they, uh, didn't have me on it or what happened but.

Speaker speaker_1: Uh, no, sir. So once you become active in the coverage, it takes, uh, insurance carrier at least seven to ten business days to send out-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... physical ID cards. So that may be the reason why.

Speaker speaker_2: Oh, okay. I- they- nobody told me that, so.

Speaker speaker_1: Totally understand. Uh, well, is there anything else I can help you out with today?

Speaker speaker_2: Um, that'd be it, buddy. I appreciate it.

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

Speaker speaker_2: You too, bye.

Speaker speaker_1: All right, bye-bye.