

Transcript: Pamela

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Full Transcript

Thank you for choosing Minnesota First Party. This is the panelist, press one on the menu. Yes, ma'am, this is James Kelly, and I was, uh... I work for HG Staffing out of Shelbyville, Tennessee, and I filed for the, the benefits and the card benefits. Um, I just, I was curious when I would receive a card or if it's, do I even receive a card? Okay, so the card, you will receive a physical card depending on the plan that you've chosen. Otherwise, they will go to your email on file. The ID cards arrive within seven to 10 days after the benefits are active. Um- Okay. Okay, 'cause this is the third week I've paid on benefits. Um, then- And I don't have a card yet. Probably they, they just got effective. Let me pull up your file. You say you work for HSS? HG. Oh, HG, okay. Yeah, HG Staffing. May I have the last four digits of the Social? 9530. First and last name, sir? James Kelly. Okay. Mr. Kelly, for security reasons and to make sure we are in the correct file, can you please verify your complete address and date of birth? 380 Halls Mill Road, Shelbyville, Tennessee, 37160. Date of birth, 10/7/74. So I see and see here that yes, your, the ID card, you're not gonna receive a physical one. It will be in, um, an email. I could go ahead and send you one, if you would like to. Do you mind- Yeah, that would be great. Okay. Um, so just bear with me one moment. It'll be for a while, generating information, sir. Okay. Let's see here. Hello? Yes, ma'am. Thank you for holding. I went ahead and emailed you the ID card. If you're responding to junk mail, it might go there- Yep. ... and it's coming in from info@benefitsandacard. Yep, I got it. I see it now. All right, is there anything else I could do for you? Uh, no, ma'am, that'll be all. All right, thank you for giving us a call. Have a great rest of your day. You too, thank you.

Conversation Format

Speaker speaker_0: Thank you for choosing Minnesota First Party. This is the panelist, press one on the menu.

Speaker speaker_1: Yes, ma'am, this is James Kelly, and I was, uh... I work for HG Staffing out of Shelbyville, Tennessee, and I filed for the, the benefits and the card benefits. Um, I just, I was curious when I would receive a card or if it's, do I even receive a card?

Speaker speaker_0: Okay, so the card, you will receive a physical card depending on the plan that you've chosen. Otherwise, they will go to your email on file. The ID cards arrive within seven to 10 days after the benefits are active. Um-

Speaker speaker_1: Okay. Okay, 'cause this is the third week I've paid on benefits.

Speaker speaker_0: Um, then-

Speaker speaker_1: And I don't have a card yet.

Speaker speaker_0: Probably they, they just got effective. Let me pull up your file. You say you work for HSS?

Speaker speaker_1: HG.

Speaker speaker_0: Oh, HG, okay.

Speaker speaker_1: Yeah, HG Staffing.

Speaker speaker_0: May I have the last four digits of the Social?

Speaker speaker_1: 9530.

Speaker speaker_0: First and last name, sir?

Speaker speaker_1: James Kelly.

Speaker speaker_0: Okay. Mr. Kelly, for security reasons and to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: 380 Halls Mill Road, Shelbyville, Tennessee, 37160. Date of birth, 10/7/74.

Speaker speaker_0: So I see and see here that yes, your, the ID card, you're not gonna receive a physical one. It will be in, um, an email. I could go ahead and send you one, if you would like to. Do you mind-

Speaker speaker_1: Yeah, that would be great.

Speaker speaker_0: Okay. Um, so just bear with me one moment. It'll be for a while, generating information, sir.

Speaker speaker_1: Okay.

Speaker speaker_0: Let's see here. Hello?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Thank you for holding. I went ahead and emailed you the ID card. If you're responding to junk mail, it might go there-

Speaker speaker_1: Yep.

Speaker speaker_0: ... and it's coming in from info@benefitsandacard.

Speaker speaker_1: Yep, I got it. I see it now.

Speaker speaker_0: All right, is there anything else I could do for you?

Speaker speaker_1: Uh, no, ma'am, that'll be all.

Speaker speaker_0: All right, thank you for giving us a call. Have a great rest of your day.

Speaker speaker_1: You too, thank you.