

Transcript: Sara

Marulanda-5348672291160064-6466758313459712

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name please? My name is, uh, Cornelius Mickens. Hello, sir. How may I help you? Yes. Um, I'm trying to find out how do I get my, uh, insurance card, because I never Sure. ... received one in the mail. Let me help you with that. May I have the name of the agency that you are working with and the last four of your Social? Yes. I'm working for, uh, Innovative Staff Solutions. Okay. And the last four of my Social is 6717. Okay. Thank you very much. And just for security purposes, can you please verify your address and date of birth? Uh, 1129 10th Avenue, Russell, Georgia 30901. And my birthday is 12-27-1980. Email, corneliusmickens03@... Yes, ma'am. ... gmail.com. Yes, ma'am. And your phone number is 706-505-7644? Yes, ma'am. Okay, thank you very much. May I put you on hold while I download the ID cards and send them to you? Yes, ma'am. All righty. Please don't disconnect the call. I'll be right back with you, sir. All right. Thank you. Hello, Mr. Mickens. Yes, ma'am. Thank you for waiting, sir. Can you check your email while we are on the phone? Okay. Uh, yes. I received... I got it. Okay. And just for your information, up till now, we have not received any payment for this current week, but it's, um, Monday morning and I don't know if they already sent the report, so that could be like, uh, maybe later on today we will receive the payment and it will became active. But at this moment, right now, it's not active. Okay. And, uh, what... And I'm gonna send you the ID cards- Mm-hmm. ... to your mailing address. Okay. Is that correct? Yeah? Yes, ma'am. Will take two to three weeks to arrive, but, uh, in the meantime, just use the virtual copies I just sent you. Okay. All righty. All right. Thank you. Other than that, is there anything else that I can help you with? No, ma'am. All righty, sir. So have a wonderful day, and thank you for calling Benefits in a Cart. Thank you. Okay. You're welcome. Bye-bye. Bye-bye. Bye. B-

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name please? My name is, uh, Cornelius Mickens. Hello, sir. How may I help you? Yes. Um, I'm trying to find out how do I get my, uh, insurance card, because I never Sure. ... received one in the mail. Let me help you with that. May I have the name of the agency that you are working with and the last four of your Social? Yes. I'm working for, uh, Innovative Staff Solutions. Okay. And the last four of my Social is 6717. Okay. Thank you very much. And just for security purposes, can you please verify your address and date of birth? Uh, 1129 10th Avenue, Russell, Georgia 30901. And my birthday is 12-27-1980. Email, corneliusmickens03@... Yes, ma'am. ...

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