

## **Transcript: Justin**

**Mills-4560208808853504-6125586714411008**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Um, yes, sir. Um, I'm needing to try to find my, my ID number on my insurance. Okay. What's the staffing agency you work for? Uh, Focus Workforce Management. And the last four of your social? 3830. And what was your first and last name? It's Skyler Garner. And for security purposes, can you verify the home address, including city, state and zip code, Skyler? It's 118 Bruce Circle, Sharon, Tennessee 3255. And your date of birth? 03/28/94. And a good telephone number have a 731-273-8700? No, sir. I've dialed 357-... That's a good telephone number? Uh, 731-337-9752. And just to confirm, 731-337-9752? Yes, sir. And the email, have a skylerlg94 at gmail? Yes, sir. Okay. Um, so looking at the calendar, it looks like you became active in the coverage as of this past Monday, the 4th, so you should be receiving physical ID cards early next week. However, do you mind if I place you in a brief hold while I see if that information has been generated? And if so, I'll email it to you. Y- yes, sir. Okay, I'll be right back for you, okay? Okay. look at my emails. Hello, Skyler, you still there? Yes, sir. Awesome. Thank you so much for holding. So, I went ahead and emailed you all of your ID cards 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, at benefitsinacard.com. However, if you don't see it in your inbox, be sure to check the spam or check the junk folder to be on the safe side, okay? Okay. So that's my Vision, Dental and Medical? Correct. Yes, sir. All right. All right, man. Well, I appreciate it. You're welcome. You have a wonderful weekend, okay? All right. You too. Thanks. All right. 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 in a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Um, yes, sir. Um, I'm needing to try to find my, my ID number on my insurance.

Speaker speaker\_1: Okay. What's the staffing agency you work for?

Speaker speaker\_2: Uh, Focus Workforce Management.

Speaker speaker\_1: And the last four of your social?

Speaker speaker\_2: 3830.

Speaker speaker\_1: And what was your first and last name?

Speaker speaker\_2: It's Skyler Garner.

Speaker speaker\_1: And for security purposes, can you verify the home address, including city, state and zip code, Skyler?

Speaker speaker\_2: It's 118 Bruce Circle, Sharon, Tennessee 3255.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: 03/28/94.

Speaker speaker\_1: And a good telephone number have a 731-273-8700?

Speaker speaker\_2: No, sir. I've dialed 357-...

Speaker speaker\_1: That's a good telephone number?

Speaker speaker\_2: Uh, 731-337-9752.

Speaker speaker\_1: And just to confirm, 731-337-9752?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And the email, have a skylerlg94 at gmail?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Okay. Um, so looking at the calendar, it looks like you became active in the coverage as of this past Monday, the 4th, so you should be receiving physical ID cards early next week. However, do you mind if I place you in a brief hold while I see if that information has been generated? And if so, I'll email it to you.

Speaker speaker\_2: Y- yes, sir.

Speaker speaker\_1: Okay, I'll be right back for you, okay?

Speaker speaker\_2: Okay. look at my emails.

Speaker speaker\_1: Hello, Skyler, you still there?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Awesome. Thank you so much for holding. So, I went ahead and emailed you all of your ID cards 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, at [benefitsinacard.com](mailto:benefitsinacard.com). However, if you don't see it in your inbox, be sure to check the spam or check the junk folder to be on the safe side, okay?

Speaker speaker\_2: Okay. So that's my Vision, Dental and Medical?

Speaker speaker\_1: Correct. Yes, sir.

Speaker speaker\_2: All right. All right, man. Well, I appreciate it.

Speaker speaker\_1: You're welcome. You have a wonderful weekend, okay?

Speaker speaker\_2: All right. You too. Thanks.

Speaker speaker\_1: All right. Bye.