

Transcript: Justin

Mills-4603577287491584-6665426636029952

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yes, my name's Tommy Montgomery. I had, uh, signed up for insurance, uh, yesterday and talked to someone today. Uh, they sent me the benefit summary. I need the actual benefits emailed to me what I- I signed up for. Can y'all do that for me? Do you need a page of what benefits you signed up for? Yeah, yeah, yeah. They had sent me the other. I already had it. Okay, yeah, let me check on that for you. What's that staffing agency you work for? Uh, Supere- Superior Skilled Trades, SST. Superior Skilled Trades, okay. And the last four of your social? 1758. And what was your first and last name? Tommy Montgomery. Okay. And for security purposes, can you verify your home address including city, state and zip code? Uh, it's 6070 Mason Road, Biloxi, Mississippi 39532. And confirm your date of birth. Oh, uh, 2/24/56. And a good telephone number I have is 228-234-8842. Correct. And the email I have is montgomerietommy5@gmail. That's correct. Okay, so you were needing an enrollment confirmation. Is that correct? Yeah, it's just not showing the benefits that I actually signed up for, so I'll be able to keep ... Okay. ... everything. Okay, um, so what I'll go ahead and do, I'll put in that request for the person that's responsible for sending out those emails, uh, to send you that email. Uh, just give it about an hour or two. Um, email that- Okay. ... you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay? Yeah, they- they sent me something, but I didn't see it in there. It was like the actual summary that the other stuff what, you know, what... But I'm more of like what I actually signed up for, you know? Totally understand. Yes, sir. So, I do see where you were emailed a copy of the benefit guide, which just shows what's offered through Superior Skilled Trades, um, but like I said, let me put in that request- Okay. ... for that enrollment confirmation to be sent to you. Um, just give it about an hour or so, okay? Okay. All right, I appreciate it. You're welcome. You have a great day, Tommy. Okay? 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: Yes, my name's Tommy Montgomery. I had, uh, signed up for insurance, uh, yesterday and talked to someone today. Uh, they sent me the benefit summary. I need the actual benefits emailed to me what I- I signed up for. Can y'all do that for me?

Speaker speaker_0: Do you need a page of what benefits you signed up for?

Speaker speaker_1: Yeah, yeah, yeah. They had sent me the other. I already had it.

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

Speaker speaker_1: Uh, Supere- Superior Skilled Trades, SST.

Speaker speaker_0: Superior Skilled Trades, okay. And the last four of your social?

Speaker speaker_1: 1758.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Tommy Montgomery.

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

Speaker speaker_1: Uh, it's 6070 Mason Road, Biloxi, Mississippi 39532.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: Oh, uh, 2/24/56.

Speaker speaker_0: And a good telephone number I have is 228-234-8842.

Speaker speaker_1: Correct.

Speaker speaker_0: And the email I have is montgomerietommy5@gmail.

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay, so you were needing an enrollment confirmation. Is that correct?

Speaker speaker_1: Yeah, it's just not showing the benefits that I actually signed up for, so I'll be able to keep ...

Speaker speaker_0: Okay.

Speaker speaker_1: ... everything.

Speaker speaker_0: Okay, um, so what I'll go ahead and do, I'll put in that request for the person that's responsible for sending out those emails, uh, to send you that email. Uh, just give it about an hour or two. Um, email that-

Speaker speaker_1: Okay.

Speaker speaker_0: ... you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay?

Speaker speaker_1: Yeah, they- they sent me something, but I didn't see it in there. It was like the actual summary that the other stuff what, you know, what... But I'm more of like what I actually signed up for, you know?

Speaker speaker_0: Totally understand. Yes, sir. So, I do see where you were emailed a copy of the benefit guide, which just shows what's offered through Superior Skilled Trades, um, but like I said, let me put in that request-

Speaker speaker_1: Okay.

Speaker speaker_0: ... for that enrollment confirmation to be sent to you. Um, just give it about an hour or so, okay?

Speaker speaker_1: Okay. All right, I appreciate it.

Speaker speaker_0: You're welcome. You have a great day, Tommy. Okay?

Speaker speaker_1: Bye.