

## Transcript: Justin

**Mills-4750239462506496-5135496519008256**

### Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, Justin. Um, my name is Cody Martin. I work for Versatella out of Emporia, Indiana. Mm-hmm. Um, I signed up for the health insurance, but I haven't received my card yet, and I was wondering if I could go ahead and get my information off the card from you guys so that I can... I need to make an appointment for my glasses. Um, yeah. I can possibly email them to you just so you have them. You said Terra Staffing? Uh, Versatella. Okay, so Versatella is the last four- That's an H. ... of your social? Um, 9357. And for security purposes, could you verify your home address, including city, state and zip code, Cody? Um, 3249 West 1300 South Remington, Indiana 47977. And your date of birth? 12/7/1991. And if a telephone number it has 219-869-0260? Yes. And the email has cmartin2010152@gmail? Yes. Okay. Um, so looking at my calendar, it looks like you became active in the coverage as of last Monday the 17th, so you should be receiving your physical ID cards within the next few days. However, do you mind if I place you in a brief hold while I search up that information and I can email it to you? No, go ahead. Awesome. I'll be right back for you, okay? Okay. Thank you. You're welcome. Hello, Cody. You still there? Yeah. Awesome. Thank you so much for holding. So I went ahead and emailed you all of your ID cards to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder, okay? Okay. All right. Well, is there anything- All right then. ... else I can assist you with today? Uh, no, that should be all. Awesome. Well, you have a wonderful day, okay? You too. Thank you very much, sir. You're welcome. Bye-bye. 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: Hi, Justin. Um, my name is Cody Martin. I work for Versatella out of Emporia, Indiana.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Um, I signed up for the health insurance, but I haven't received my card yet, and I was wondering if I could go ahead and get my information off the card from you guys so that I can... I need to make an appointment for my glasses.

Speaker speaker\_0: Um, yeah. I can possibly email them to you just so you have them. You said Terra Staffing?

Speaker speaker\_1: Uh, Versatella.

Speaker speaker\_0: Okay, so Versatella is the last four-

Speaker speaker\_1: That's an H.

Speaker speaker\_0: ... of your social?

Speaker speaker\_1: Um, 9357.

Speaker speaker\_0: And for security purposes, could you verify your home address, including city, state and zip code, Cody?

Speaker speaker\_1: Um, 3249 West 1300 South Remington, Indiana 47977.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 12/7/1991.

Speaker speaker\_0: And if a telephone number it has 219-869-0260?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email has cmartin2010152@gmail?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Um, so looking at my calendar, it looks like you became active in the coverage as of last Monday the 17th, so you should be receiving your physical ID cards within the next few days. However, do you mind if I place you in a brief hold while I search up that information and I can email it to you?

Speaker speaker\_1: No, go ahead.

Speaker speaker\_0: Awesome. I'll be right back for you, okay?

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: You're welcome. Hello, Cody. You still there?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Awesome. Thank you so much for holding. So I went ahead and emailed you all of your ID cards to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder, okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. Well, is there anything-

Speaker speaker\_1: All right then.

Speaker speaker\_0: ... else I can assist you with today?

Speaker speaker\_1: Uh, no, that should be all.

Speaker speaker\_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_1: You too. Thank you very much, sir.

Speaker speaker\_0: You're welcome. Bye-bye.

Speaker speaker\_1: Bye.