

Transcript: Justin

Mills-4774057833611264-5576960395657216

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? Hey, Justin. Um, I have an appointment today, and I haven't received... Thank you. You too. I haven't received a, um, my card or anything in the mail, so I don't know if they, that if they're not gonna have my card and stuff on file. Yeah. Let me- All right. ... check on that for you. What's the staffing agency you work for? Um, Crownes Courtin Field. I work for me- through AmeriStaff. So, AmeriStaff, and the last four of your Social? It's 6171. Okay. And what was your first and last name again? I'm sorry. Latoya Penn. And for security purposes, can you verify the home address, including city, state and zip code, Latoya? 290 Dalewood Drive, Bassett, Virginia 24055. And confirm your date of birth? Uh- 01/15/87. And a good telephone number I have is 276-806-0210? Yes. And the email my... email I have is lovingmythreeboys276@gmail? Yes. Mokay. Um, so looking at the calendar, looks like you became active in the coverage as of last Monday, the 25th, so you should be receiving your physical ID card sometime this week. However, do you mind if I place you on a brief hold while I email you that information? Sure. Mokay. I'll be right back for you, okay? Okay. Okay. Hello, Latoya. Are you still there? Yes. Awesome. Thank you so much for holding. So, I went ahead and emailed you your ID card to the email we had on file. Um, email that you should be looking out for is 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 the spam or check the junk folder, okay? Okay, I got it. Awesome. Well, is there anything else I could help you out with today? That's it. Thank you so much. You're welcome. You have a great day, okay? You too. All right. Bye-bye. 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: Hey, Justin. Um, I have an appointment today, and I haven't received... Thank you. You too. I haven't received a, um, my card or anything in the mail, so I don't know if they, that if they're not gonna have my card and stuff on file.

Speaker speaker_1: Yeah. Let me-

Speaker speaker_2: All right.

Speaker speaker_1: ... check on that for you. What's the staffing agency you work for?

Speaker speaker_2: Um, Crownes Courtin Field. I work for me- through AmeriStaff.

Speaker speaker_1: So, AmeriStaff, and the last four of your Social?

Speaker speaker_2: It's 6171.

Speaker speaker_1: Okay. And what was your first and last name again? I'm sorry.

Speaker speaker_2: Latoya Penn.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and zip code, Latoya?

Speaker speaker_2: 290 Dalewood Drive, Bassett, Virginia 24055.

Speaker speaker_1: And confirm your date of birth? Uh-

Speaker speaker_2: 01/15/'87.

Speaker speaker_1: And a good telephone number I have is 276-806-0210?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email my... email I have is lovingmythreeboys276@gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Mokay. Um, so looking at the calendar, looks like you became active in the coverage as of last Monday, the 25th, so you should be receiving your physical ID card sometime this week. However, do you mind if I place you on a brief hold while I email you that information?

Speaker speaker_2: Sure.

Speaker speaker_1: Mokay. I'll be right back for you, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Hello, Latoya. Are you still there?

Speaker speaker_2: Yes.

Speaker speaker_1: Awesome. Thank you so much for holding. So, I went ahead and emailed you your ID card to the email we had on file. Um, email that you should be looking out for is 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 the spam or check the junk folder, okay?

Speaker speaker_2: Okay, I got it.

Speaker speaker_1: Awesome. Well, is there anything else I could help you out with today?

Speaker speaker_2: That's it. Thank you so much.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: You too.

Speaker speaker_1: All right. Bye-bye.

Speaker speaker_2: Bye.