

Transcript: Justin

Mills-4847736342495232-4689638596329472

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Um, I was calling... Um, my husband and I have insurance through you guys, and, um, when you sent the cards, we lost them. Okay. Um, are you listed under his policy or your policy? Uh, I'm listed under his policy. Okay. Um, let's see here. What's the staffing agency he works for? Focus. And the last four of his Social? Two three six six. And his first and last name? Uh, Anthony Bayog. So I'm only seeing employee-only coverage for him, so I would actually need to speak with him regarding this information. Okay. Uh, well, he still doesn't- We can provide ... have a card for his stuff. Is there any way you could send him that? Um, yeah, I would be able to, but he... I would need to speak with him regarding that information, 'cause you're not listed on the policy, ma'am. Okay. Uh, how late are you op-... H- how, how late are you open? We're open, uh, from 8:00 A.M. to 8:00 P.M. Eastern Standard Time, Monday through Friday. Okay, I'll have him call back when he gets home. Awesome. Well, you have a wonderful day, okay? Thank you. You, too. All right. 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 on a Card. This is Justin. How can I help you today?

Speaker speaker_2: Um, I was calling... Um, my husband and I have insurance through you guys, and, um, when you sent the cards, we lost them.

Speaker speaker_1: Okay. Um, are you listed under his policy or your policy?

Speaker speaker_2: Uh, I'm listed under his policy.

Speaker speaker_1: Okay. Um, let's see here. What's the staffing agency he works for?

Speaker speaker_2: Focus.

Speaker speaker_1: And the last four of his Social?

Speaker speaker_2: Two three six six.

Speaker speaker_1: And his first and last name?

Speaker speaker_2: Uh, Anthony Bayog.

Speaker speaker_1: So I'm only seeing employee-only coverage for him, so I would actually need to speak with him regarding this information.

Speaker speaker_2: Okay. Uh, well, he still doesn't-

Speaker speaker_1: We can provide ... have a card for his stuff. Is there any way you could send him that? Um, yeah, I would be able to, but he... I would need to speak with him regarding that information, 'cause you're not listed on the policy, ma'am.

Speaker speaker_2: Okay. Uh, how late are you op-... H- how, how late are you open?

Speaker speaker_1: We're open, uh, from 8:00 A.M. to 8:00 P.M. Eastern Standard Time, Monday through Friday.

Speaker speaker_2: Okay, I'll have him call back when he gets home.

Speaker speaker_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_2: Thank you. You, too.

Speaker speaker_1: All right. Bye-bye.