

Transcript: Justin

Mills-4857711874326528-4991857527406592

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, how you doing, Justin? Um, just calling, um, about open enrollment. Um, yes. Uh, I don't, I don't want to make no changes. I just want to keep everything the same. I guess I need to give you my name. Yeah. What's the staffing agency you work for? Um, MAU. And the last four of your Social? 6568. And what was your first and last name? Uh, first name is Melvin. Last name is Williams. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Melvin? No problem. Uh, 517 D-E-L-A-N-O, Delano Street, Augusta, Georgia, 30904. And your date of birth? Uh, May 14th, 1971. And a good telephone number have a 706-750-4232. Yes. And the email I have muhammadwilliams56 at gmail? Yes. Okay. Um, so I do know that everything does roll over automatically if you didn't want to make any changes. Um, so it looks like everything did roll over automatically for you. Uh, your new coverage began as of last Monday, the 6th. Okay, okay. Um, alls I need is, is I guess, um, new insurance card for myself and, and my son. Okay. Um, so let's see. So I'll go ahead and email those to you just so you have them, and then I'll put in a request for physical ID cards to be resent to you. Do you mind if I place you on a brief hold while I do all of that? No, sir. Okay, I'll be right back for you, okay? Okay. Okay. Hello, Melvin. You still there? Yes, sir. Awesome. Thank you so much for holding. So two things. First thing, um, I emailed you all of your ID cards to the email we had on file. Email that you should be looking out for is coming from info, that's I-N-F-O, at benefitsandacard.com. However, if you don't- Yes, sir. ... see it in your inbox, be sure to check your spam or check your junk folder. Secondly, I emailed the insurance carrier as well. Uh, I put in a request for new physical ID cards to be made out to you, so you should receive those within seven to 10 business days. Okay? Thanks so much, sir. I just received the email. Thank you so much. You're welcome. You have a great day, okay? You too. Thank you. 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 and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Uh, how you doing, Justin? Um, just calling, um, about open enrollment. Um, yes. Uh, I don't, I don't want to make no changes. I just want to keep everything the same. I guess I need to give you my name.

Speaker speaker_1: Yeah. What's the staffing agency you work for?

Speaker speaker_2: Um, MAU.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 6568.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Uh, first name is Melvin. Last name is Williams.

Speaker speaker_1: Okay. And for security purposes, could you verify your home address, including city, state and zip code, Melvin?

Speaker speaker_2: No problem. Uh, 517 D-E-L-A-N-O, Delano Street, Augusta, Georgia, 30904.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: Uh, May 14th, 1971.

Speaker speaker_1: And a good telephone number have a 706-750-4232.

Speaker speaker_2: Yes.

Speaker speaker_1: And the email I have muhammadwilliams56 at gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, so I do know that everything does roll over automatically if you didn't want to make any changes. Um, so it looks like everything did roll over automatically for you. Uh, your new coverage began as of last Monday, the 6th.

Speaker speaker_2: Okay, okay. Um, alls I need is, is I guess, um, new insurance card for myself and, and my son.

Speaker speaker_1: Okay. Um, so let's see. So I'll go ahead and email those to you just so you have them, and then I'll put in a request for physical ID cards to be resent to you. Do you mind if I place you on a brief hold while I do all of that?

Speaker speaker_2: No, sir.

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

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Hello, Melvin. You still there?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Awesome. Thank you so much for holding. So two things. First thing, um, I emailed you all of your ID cards to the email we had on file. Email that you should be looking out for is coming from info, that's I-N-F-O, at benefitsandacard.com. However, if you don't-

Speaker speaker_2: Yes, sir.

Speaker speaker_1: ... see it in your inbox, be sure to check your spam or check your junk folder. Secondly, I emailed the insurance carrier as well. Uh, I put in a request for new physical ID cards to be made out to you, so you should receive those within seven to 10 business days. Okay?

Speaker speaker_2: Thanks so much, sir. I just received the email. Thank you so much.

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

Speaker speaker_2: You too.

Speaker speaker_1: Thank you. Bye-bye.