

## Transcript: Justin

**Mills-4983339616354304-5682435872309248**

### 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? Hi, Justin. Um, this is Anthony Dornish. Um, I'm going through MultiPlan or Meta, or however you say it, MetLife. And on the card, it only says vision, and I put down dental and vision. I'm at the dentist right now, and she's trying to get the information for my dental. I'm through a temp service, Adept HR. Yeah, I could possibly email it to you. What's the last four of your Social? 2217. And for security purposes, can you verify your home address, including city, state and zip code, Anthony? Um, 269 Arden Park Drive, Ellabell, Georgia, 31308. And confirm your date of birth? 12-26-1992. I think your telephone number has 912-512-5757. Yes, sir. And the email I have is tarzandornish03 at gmail? Yes, sir. Okay, well, here, do you mind if I place you on a brief hold while I email that information to you? Yeah, go ahead. Okay. Hello, Anthony. You still there? Yeah, I'm here. Awesome. Thank you so much for holding. So, I went ahead and emailed you your dental ID card to the email we had on file. Okay. An email that you should be looking at will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay? Okay, I just got it. Awesome. Well, is there anything else I can help you out with today? Um, I think that's it. Do I click the [www.benefitscard.com](http://www.benefitscard.com)? Uh, there should be a PDF file attached already. Oh, right here. Sorry, I, I just found it. Okay, cool. All right. Well, I thank you so much for that. You're welcome. You have a great day, okay? You too. Um... Yes. Where... Let's see this thing. Um, where would it say dental at? Sorry there. Um, it says group voluntary dental on the ID card. Oh, yeah. Okay, I see it. Okay, cool. Thank you so much. This is a big help. You're welcome. You have a great day, okay? Y- you too, Justin. Thank you. All right. Bye-bye. Bye. Happy New Year. Happy New Year to you too. Bye-bye. Thank you. 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: Hi, Justin. Um, this is Anthony Dornish. Um, I'm going through MultiPlan or Meta, or however you say it, MetLife. And on the card, it only says vision, and I put down dental and vision. I'm at the dentist right now, and she's trying to get the information for my dental. I'm through a temp service, Adept HR.

Speaker speaker\_1: Yeah, I could possibly email it to you. What's the last four of your Social?

Speaker speaker\_2: 2217.

Speaker speaker\_1: And for security purposes, can you verify your home address, including city, state and zip code, Anthony?

Speaker speaker\_2: Um, 269 Arden Park Drive, Ellabell, Georgia, 31308.

Speaker speaker\_1: And confirm your date of birth?

Speaker speaker\_2: 12-26-1992.

Speaker speaker\_1: I think your telephone number has 912-512-5757.

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And the email I have is tarzandornish03 at gmail?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Okay, well, here, do you mind if I place you on a brief hold while I email that information to you?

Speaker speaker\_2: Yeah, go ahead.

Speaker speaker\_1: Okay. Hello, Anthony. You still there?

Speaker speaker\_2: Yeah, I'm here.

Speaker speaker\_1: Awesome. Thank you so much for holding. So, I went ahead and emailed you your dental ID card to the email we had on file.

Speaker speaker\_2: Okay.

Speaker speaker\_1: An email that you should be looking at will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay?

Speaker speaker\_2: Okay, I just got it.

Speaker speaker\_1: Awesome. Well, is there anything else I can help you out with today?

Speaker speaker\_2: Um, I think that's it. Do I click the [www.benefitscard.com](http://www.benefitscard.com)?

Speaker speaker\_1: Uh, there should be a PDF file attached already.

Speaker speaker\_2: Oh, right here. Sorry, I, I just found it. Okay, cool. All right. Well, I thank you so much for that.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: You too. Um...

Speaker speaker\_1: Yes.

Speaker speaker\_2: Where... Let's see this thing. Um, where would it say dental at? Sorry there.

Speaker speaker\_1: Um, it says group voluntary dental on the ID card.

Speaker speaker\_2: Oh, yeah. Okay, I see it. Okay, cool. Thank you so much. This is a big help.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: Y- you too, Justin. Thank you.

Speaker speaker\_1: All right. Bye-bye.

Speaker speaker\_2: Bye. Happy New Year.

Speaker speaker\_1: Happy New Year to you too. Bye-bye.

Speaker speaker\_2: Thank you. Bye.