

Transcript: Justin

Mills-4985580117508096-5775927919722496

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. How you doing, Justin? Um, I work for, um, People Personnel and I was just trying to see, um, when does my benefits start for vision and dental? Or have you it already started or... Yeah. Let me check on that. You said it's Partners Personnel? Yes. And what's the last four of your social? Um, 3250. And for security purposes, can you verify the home address including city, state and zip code? Uh, 5248 Harrington Park Drive, Powder Springs, Georgia 30127. And your date of birth? August 15th, 1986. And a good telephone number I have is 404-668-8162. Six-two, yes. And the email I have is davarisharris3 at gmail? Yes. Okay. So let's see here. Let's see. So looking at the file, you are enrolled in the dental and vision for employee only. You did become active as of Monday the 11th, so you should be receiving physical ID cards early next week. However, do you mind if I place you on a brief hold, while I see if that information has been generated? And if so, I'll email it to you. Okay, that'd be perfect. Yes. Awesome. I'll be right back for you, okay? Okay. Okay. Hello, are you still there? Yes. Awesome. Thank you so much for holding. So I went ahead and emailed you both of your ID cards to the email that was on file. Okay. Email that you should be looking for 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 to be on the safe side, okay? Okay. Will do. I appreciate it. You're welcome. Is there anything else I could help you out with today? No, that'd be it. Awesome. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful day, okay? Yep, you too. All right.

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. How you doing, Justin? Um, I work for, um, People Personnel and I was just trying to see, um, when does my benefits start for vision and dental? Or have you it already started or...

Speaker speaker_1: Yeah. Let me check on that. You said it's Partners Personnel?

Speaker speaker_2: Yes.

Speaker speaker_1: And what's the last four of your social?

Speaker speaker_2: Um, 3250.

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

Speaker speaker_2: Uh, 5248 Harrington Park Drive, Powder Springs, Georgia 30127.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: August 15th, 1986.

Speaker speaker_1: And a good telephone number I have is 404-668-8162.

Speaker speaker_2: Six-two, yes.

Speaker speaker_1: And the email I have is davarisharris3 at gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So let's see here. Let's see. So looking at the file, you are enrolled in the dental and vision for employee only. You did become active as of Monday the 11th, so you should be receiving physical ID cards early next week. However, do you mind if I place you on a brief hold, while I see if that information has been generated? And if so, I'll email it to you.

Speaker speaker_2: Okay, that'd be perfect. Yes.

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

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Hello, 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 both of your ID cards to the email that was on file.

Speaker speaker_2: Okay.

Speaker speaker_1: Email that you should be looking for 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 to be on the safe side, okay?

Speaker speaker_2: Okay. Will do. I appreciate it.

Speaker speaker_1: You're welcome. Is there anything else I could help you out with today?

Speaker speaker_2: No, that'd be it.

Speaker speaker_1: Awesome. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful day, okay?

Speaker speaker_2: Yep, you too.

Speaker speaker_1: All right.