

## Transcript: Justin

**Mills-5001028906958848-5801865925279744**

### Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? I was wondering when I can get my insurance card so I can have proof of it? Yeah, let me check on that for you. What's that staffing agency you work for? Staffing? Uh, MAU. And the last four of your Social? My Social . Let me take a look. Okay. 1861. And what was your first and last name? Nathan Fitzwell. And for security purposes, can you verify your home address, including city, state and zip code, Nathan? Well, my home address is 187 Baker Street, New York City 29851. But for shipping, it would be 125 Barrett Street. And confirm your date of birth. April 3rd, 2000. And a good telephone number I have is 803-270-6280. Yeah, that's my number. And the email I have is king, H-U-I-R-O, @yahoo? Yeah. Okay. Um, well, here, do you mind if I place you on a brief hold while I email your information? Okay. Am I getting a physical called or? Uh, what was that again? I'm sorry. Am I getting a physical called as well or... Um, yes, sir, I can put in that request as well. Okay. Okay. Just bear with me one second, okay? Hello, Nathan. Are you still there? Yeah. Awesome. Thank you so much for holding. So two things. Um, first thing, I emailed the... all of your ID cards to the, uh, email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandcard.com. Um, secondly, I also emailed the insurance carriers as well, 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? Okay. That will be sent to 125 Barrett Street, right? Uh, 187 Baker Street is where I sent it to. Oh, I get scripting at 125 Barrett Street. Barrett S- Um, okay. Let's see. And what's that address one more time? 125 what? 125 Barrett Street. Barrett Street. B-A-R-R-E-T-T. Okay. And that's still in Warrentville, South Carolina? Yeah. Okay. Um, so let me go ahead and resend that for you. So I'll go ahead and resend that request to the insurance carrier to 125 Barrett Street, Warrentville, South Carolina, 29851. Correct? Yeah. Okay. Well, is there anything else I could assist you with today? I think that's all. Awesome. Well, you have a wonderful day, okay, Nathan? You too. All right. Bye-bye. Bye.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_1: I was wondering when I can get my insurance card so I can have proof of it?

Speaker speaker\_0: Yeah, let me check on that for you. What's that staffing agency you work for?

Speaker speaker\_1: Staffing? Uh, MAU.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: My Social . Let me take a look.

Speaker speaker\_0: Okay.

Speaker speaker\_1: 1861.

Speaker speaker\_0: And what was your first and last name?

Speaker speaker\_1: Nathan Fitzwell.

Speaker speaker\_0: And for security purposes, can you verify your home address, including city, state and zip code, Nathan?

Speaker speaker\_1: Well, my home address is 187 Baker Street, New York City 29851. But for shipping, it would be 125 Barrett Street.

Speaker speaker\_0: And confirm your date of birth.

Speaker speaker\_1: April 3rd, 2000.

Speaker speaker\_0: And a good telephone number I have is 803-270-6280.

Speaker speaker\_1: Yeah, that's my number.

Speaker speaker\_0: And the email I have is king, H-U-I-R-O, @yahoo?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. Um, well, here, do you mind if I place you on a brief hold while I email your information?

Speaker speaker\_1: Okay. Am I getting a physical called or?

Speaker speaker\_0: Uh, what was that again? I'm sorry.

Speaker speaker\_1: Am I getting a physical called as well or...

Speaker speaker\_0: Um, yes, sir, I can put in that request as well.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. Just bear with me one second, okay? Hello, Nathan. Are you still there?

Speaker speaker\_2: Yeah.

Speaker speaker\_0: Awesome. Thank you so much for holding. So two things. Um, first thing, I emailed the... all of your ID cards to the, uh, email we had on file. Email that you should be

looking out for will be coming from info, that's I-N-F-O, @benefitsandcard.com. Um, secondly, I also emailed the insurance carriers as well, 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: Okay. That will be sent to 125 Barrett Street, right?

Speaker speaker\_0: Uh, 187 Baker Street is where I sent it to.

Speaker speaker\_2: Oh, I get scripting at 125 Barrett Street.

Speaker speaker\_0: Barrett S- Um, okay. Let's see. And what's that address one more time? 125 what?

Speaker speaker\_2: 125 Barrett Street.

Speaker speaker\_0: Barrett Street.

Speaker speaker\_2: B-A-R-R-E-T-T.

Speaker speaker\_0: Okay. And that's still in Warrentville, South Carolina?

Speaker speaker\_2: Yeah.

Speaker speaker\_0: Okay. Um, so let me go ahead and resend that for you. So I'll go ahead and resend that request to the insurance carrier to 125 Barrett Street, Warrentville, South Carolina, 29851. Correct?

Speaker speaker\_2: Yeah.

Speaker speaker\_0: Okay. Well, is there anything else I could assist you with today?

Speaker speaker\_2: I think that's all.

Speaker speaker\_0: Awesome. Well, you have a wonderful day, okay, Nathan?

Speaker speaker\_2: You too.

Speaker speaker\_0: All right. Bye-bye.

Speaker speaker\_2: Bye.