

Transcript: Justin

Mills-5040994042986496-6594285835075584

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Card, this is Justin. How can I help you today? Hey, Justin. I just wanted to verify my enrollment. I haven't received, uh, my cards in the mail, so I just wanted to follow up. Okay. Uh, what's the staffing agency you work for? Oxford Global. And the last four of your Social? Uh, 8631. And what was your first and last name again? Uh, it's Cory, C-O-R-Y. Last name is Funk, F-U-N-K. And for security purposes, can you verify the home address, including city, state and zip code, Cory? Yeah. It's 3585 South 600 West Nibley, N-I-B-L-E-Y, Utah 84321. And confirm your date of birth? 12/8/86. And a good telephone number I have is 435-260-7253? That's the one. And the email I have is funk.cory.r@gmail? Yes. Okay. So looking at the file, it looks like you are currently... you became active in the coverage as of this past Monday, so today, uh, so you should be receiving physical ID cards early next week. However- Okay. ... if you get call back Thursday or Friday of this week, we can actually email the ID cards to you then because it does take the insurance carrier at least 72 hours to generate policy numbers. Okay. Perfect. All right. Well, I will, um, I'll give you a call back on Thursday then. Thank you. You're welcome. You have a great day, Cory, okay? You too. You bet. 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 Center Card, this is Justin. How can I help you today?

Speaker speaker_2: Hey, Justin. I just wanted to verify my enrollment. I haven't received, uh, my cards in the mail, so I just wanted to follow up.

Speaker speaker_1: Okay. Uh, what's the staffing agency you work for?

Speaker speaker_2: Oxford Global.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: Uh, 8631.

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

Speaker speaker_2: Uh, it's Cory, C-O-R-Y. Last name is Funk, F-U-N-K.

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

Speaker speaker_2: Yeah. It's 3585 South 600 West Nibley, N-I-B-L-E-Y, Utah 84321.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: 12/8/86.

Speaker speaker_1: And a good telephone number I have is 435-260-7253?

Speaker speaker_2: That's the one.

Speaker speaker_1: And the email I have is funk.cory.r@gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So looking at the file, it looks like you are currently... you became active in the coverage as of this past Monday, so today, uh, so you should be receiving physical ID cards early next week. However-

Speaker speaker_2: Okay.

Speaker speaker_1: ... if you get call back Thursday or Friday of this week, we can actually email the ID cards to you then because it does take the insurance carrier at least 72 hours to generate policy numbers.

Speaker speaker_2: Okay. Perfect. All right. Well, I will, um, I'll give you a call back on Thursday then. Thank you.

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

Speaker speaker_2: You too. You bet.

Speaker speaker_1: All right. Bye-bye.