

Transcript: Justin

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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, Justin. Uh, this is Koby. Uh, I was just here at the pharmacy, and, um, I'm trying to get a hold of my insurance card, but I can't find it on the website. Uh, do I get that from you guys? Yeah. I could possibly email it to you. What's the staffing agency you work for? Uh, Partners Personnel. And the last four of your social? Last four is 7521. And what was your last name, Koby? Bunyeon.

B-U-N-Y-O-E-O-N. And for security purposes, can you verify your home address, including city, state and zip code, Koby? Yes, of course. 14145 Sepulveda Drive, Victorville, California 92392. And confirm your date of birth? December 20th, 1998. And if the telephone number I have is 442-380-3484? Yep. And the email I have is nagatokarsaki at gmail? Yep. Okay. Um, well, here, do you mind if I place you on a brief hold while I email that information to you? I don't mind at all. Go for it. Hello. Are you still there? Yeah, I'm still here. Awesome. Thank you so much for holding. So, I went ahead and emailed you all of your ID cards to the email that was on file. Okay. Email that you should be looking out for will be 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 your spam or check your junk folder, okay? Oh, I see it right here. I got it. Awesome. Now, the ID card that you need to hand over to them for your prescription is listed as, uh, Koby B Medical. Koby B Medical. Got it. Is there anything else I could help you out with today, Koby? That should be it. Thank you so much. You're welcome. You have a great day, okay? You too, Justin. Goodbye. 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 in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hey, Justin. Uh, this is Koby. Uh, I was just here at the pharmacy, and, um, I'm trying to get a hold of my insurance card, but I can't find it on the website. Uh, do I get that from you guys?

Speaker speaker_1: Yeah. I could possibly email it to you. What's the staffing agency you work for?

Speaker speaker_2: Uh, Partners Personnel.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: Last four is 7521.

Speaker speaker_1: And what was your last name, Koby?

Speaker speaker_2: Bunyeon. B-U-N-Y-O-E-O-N.

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

Speaker speaker_2: Yes, of course. 14145 Sepulveda Drive, Victorville, California 92392.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: December 20th, 1998.

Speaker speaker_1: And if the telephone number I have is 442-380-3484?

Speaker speaker_2: Yep.

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

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. Um, well, here, do you mind if I place you on a brief hold while I email that information to you?

Speaker speaker_2: I don't mind at all. Go for it.

Speaker speaker_1: Hello. Are you still there?

Speaker speaker_2: Yeah, I'm still here.

Speaker speaker_1: Awesome. Thank you so much for holding. So, I went ahead and emailed you all of your ID cards to the email that was on file.

Speaker speaker_2: Okay.

Speaker speaker_1: Email that you should be looking out for will be 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 your spam or check your junk folder, okay?

Speaker speaker_2: Oh, I see it right here. I got it.

Speaker speaker_1: Awesome. Now, the ID card that you need to hand over to them for your prescription is listed as, uh, Koby B Medical.

Speaker speaker_2: Koby B Medical. Got it.

Speaker speaker_1: Is there anything else I could help you out with today, Koby?

Speaker speaker_2: That should be it. Thank you so much.

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

Speaker speaker_2: You too, Justin. Goodbye.

Speaker speaker_1: Thank you. Bye-bye.