

Transcript: Justin

Mills-5202551986667520-4505973923725312

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? My name's Eddie Goodson. I was calling to see about my benefits. Okay. So you were calling to check on your benefits, you said? Yeah. I see where the deductions were coming out, but I, I haven't received the card yet. Okay. Um, let me check on that. What's that staffing agency you work for? MAU. And the last four of your social? 0430. And what was your first and last name? Eddie Goodson. And for security purposes, can you verify the home address, including city, state and zip code, Eddie? 21215 Charles Street, New Bern, South Carolina 29108. And confirm your date of birth. 9/17/88. And a good telephone number has 803-768-9206. That's correct. And the email I have is goodson938@gmail? Yes, sir. Okay. Uh, so looking at the calendar, it looks like you became active in the coverage as of this past Monday, the 11th. So you should be receiving your physical ID cards early next week. However, do you mind if I place you on a brief hold while I search up that information? I can possibly email it to you. Yeah. Okay. I'll be right back for you, okay? Sure. Hello, Eddie. You still there? Yes, sir. Awesome. Thank you so much for holding. So I went ahead and emailed you all of your ID cards to the email that we had on file. Um, email that you should be looking out for is coming from info, that's I-I-N-F-O, @benefitsinacard.com. However, if you don't see it in your inbox, be sure to check the spam or check your junk folder to be on the safe side. Okay. Hey, I have another question. Yes, sir? Does y'all cover glasses? Uh, let's see. You said covered glasses, you said? Yeah, like vision. Yes, sir. So when it does come to vision, I do know that you do have a \$130 frames allowance for that vision plan. Oh, so I have to pay out of pocket up to \$130? Correct. Yes, sir. For, for the glasses or just for the whole vision plan? Uh, for the frames, so you have a frames allowance for \$130. Uh, copay for your lenses and frames is \$25. Okay. Thank you. Because I really needed the glasses. Okay. Um, well, is there anything else I could help you out with today, Eddie? No, I'm sorry. That's all. Awesome. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful weekend, okay? You too. 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 in a Card. This is Justin. How can I help you today?

Speaker speaker_2: My name's Eddie Goodson. I was calling to see about my benefits.

Speaker speaker_1: Okay. So you were calling to check on your benefits, you said?

Speaker speaker_2: Yeah. I see where the deductions were coming out, but I, I haven't received the card yet.

Speaker speaker_1: Okay. Um, let me check on that. What's that staffing agency you work for?

Speaker speaker_2: MAU.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 0430.

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

Speaker speaker_2: Eddie Goodson.

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

Speaker speaker_2: 21215 Charles Street, New Bern, South Carolina 29108.

Speaker speaker_1: And confirm your date of birth.

Speaker speaker_2: 9/17/88.

Speaker speaker_1: And a good telephone number has 803-768-9206.

Speaker speaker_2: That's correct.

Speaker speaker_1: And the email I have is goodson938@gmail?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. Uh, so looking at the calendar, it looks like you became active in the coverage as of this past Monday, the 11th. So you should be receiving your physical ID cards early next week. However, do you mind if I place you on a brief hold while I search up that information? I can possibly email it to you.

Speaker speaker_2: Yeah.

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

Speaker speaker_2: Sure.

Speaker speaker_1: Hello, Eddie. You still there?

Speaker speaker_2: Yes, sir.

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 we had on file. Um, email that you should be looking out for is coming from info, that's I-I-N-F-O, @benefitsinacard.com. However, if you don't see it in your inbox, be sure to check the spam or check your junk folder to be on the safe side.

Speaker speaker_2: Okay. Hey, I have another question.

Speaker speaker_1: Yes, sir?

Speaker speaker_2: Does y'all cover glasses?

Speaker speaker_1: Uh, let's see. You said covered glasses, you said?

Speaker speaker_2: Yeah, like vision.

Speaker speaker_1: Yes, sir. So when it does come to vision, I do know that you do have a \$130 frames allowance for that vision plan.

Speaker speaker_2: Oh, so I have to pay out of pocket up to \$130?

Speaker speaker_1: Correct. Yes, sir.

Speaker speaker_2: For, for the glasses or just for the whole vision plan?

Speaker speaker_1: Uh, for the frames, so you have a frames allowance for \$130. Uh, copay for your lenses and frames is \$25.

Speaker speaker_2: Okay. Thank you. Because I really needed the glasses.

Speaker speaker_1: Okay. Um, well, is there anything else I could help you out with today, Eddie?

Speaker speaker_2: No, I'm sorry. That's all.

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

Speaker speaker_2: You too.

Speaker speaker_1: All right, bye-bye.