

Transcript: Justin

Mills-5207747291561984-4882881199783936

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Um, yes. I applied back for my benefits in January, and I don't know if I'm supposed to get insurance cards or not, but I've yet to get them, and I have flu and I need to get my medication. Totally understand. Let me check on that for you. What's that staffing agency you work for? Person-Partners Personnel. And the last four of your Social? 2366. And what was your first and last name? Aaliyah Sanders. And for security purposes, can you verify your home address, including city, state and zip code, Aaliyah? 104 Bailey Road, Buffalo, South Carolina 29321. And confirm your date of birth? 11/21/2002. And a good telephone number have is 864-729-5370? Yes, sir. And the email I have is aaliyahsanders344@gmail? Yes, sir. Okay, um- . So looking at the calendar, it looks like you became active in the coverage as of last Monday the 10th, so you should be receiving your physical ID cards within the next few days. However, do you mind if I place you in a brief hold while I search up that information and I can email it to you just so you have it? Yes, sir. Thank you. You're welcome. I'll be right back for you, okay? Okay. Hello, Aaliyah. 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 we had on file. Email that you should look out for is coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder, okay? Okay. Thank you so much. You're welcome. You have a great day, okay? You too. Bye bye. All right, 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: Um, yes. I applied back for my benefits in January, and I don't know if I'm supposed to get insurance cards or not, but I've yet to get them, and I have flu and I need to get my medication.

Speaker speaker_0: Totally understand. Let me check on that for you. What's that staffing agency you work for?

Speaker speaker_1: Person- Partners Personnel.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 2366.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Aaliyah Sanders.

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and zip code, Aaliyah?

Speaker speaker_1: 104 Bailey Road, Buffalo, South Carolina 29321.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 11/21/2002.

Speaker speaker_0: And a good telephone number have is 864-729-5370?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is aaliyahsanders344@gmail?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay, um-

Speaker speaker_1: .

Speaker speaker_0: So looking at the calendar, it looks like you became active in the coverage as of last Monday the 10th, so you should be receiving your physical ID cards within the next few days. However, do you mind if I place you in a brief hold while I search up that information and I can email it to you just so you have it?

Speaker speaker_1: Yes, sir. Thank you.

Speaker speaker_0: You're welcome. I'll be right back for you, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Hello, Aaliyah. You still there?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Awesome. Thank you so much for holding. So I went ahead and emailed you all of your ID cards to the email we had on file. Email that you should look out for is coming from info, that's I-N-F-O, @benefitsandacard.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_1: Okay. Thank you so much.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: You too. Bye bye.

Speaker speaker_0: All right, bye bye.