

Transcript: Justin

Mills-5237941777416192-6042167726260224

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Accords. This is Justin. How can I help you today? Hey, Justin. How are you doing? Doing pretty well, and yourself? I'm doing pretty good. Okay, so long story short, I called you guys... I talked to you guys probably, like, two weeks ago prior. Uh, I enrolled in benefits through my job with you guys. I never received the card that, uh, they told me they would send out. Yeah, let me check on that for you. Uh, what's the staffing agency you work for? My staffing agency is Partners Personnel. Partners Personnel? Let's see here. And the last four of your social? The last four of my social is 2321. And for security purposes, can you verify your home address, including city, state and zip code, Dominique? Uh, city, state and zip code, it should be City: Flowery Branch, State of Georgia, Zip Code: 30542. Uh, I stated your home address, including city, state and zip codes. Yeah. 1128 Overbrook Drive, uh, Flowery Branch, Georgia, 30542. Okay, let's see. You said 1128 Overbrook Drive? Yeah, 1128. Okay, 'cause we had 1100, um, so I went ahead and updated that. Oh. Confirm your date of birth. My date of birth is 06-29-1998. And a good telephone number I have is 843-506-0366? Correct. And the email I have is dominiquewilliams452@yahoo.com? Yes, sir. Okay, um, so let's see here. Let's see. So looking at the calendar, you became active in the dental coverage as of last Monday the 9th. So if we had the correct address on file, uh, you should have received it earlier, sometime this week. Um, but what I'll go ahead and do right now, I'll look up that ID card and email it to you just so you have it, and then I'll put in a request at the insurance carrier for them to mail out the new... uh, that dental ID card to the new mailing address we just updated. Okay? Okay. Okay. But do you mind if I place you on a brief hold while I take care of all of that for you? Yes, no problem. Awesome. I'll be right back for you, okay? Mm-hmm. Hello, Dominic. You still there? Yeah, I'm here. Awesome. Thank you so much for holding. So two things. Uh, first thing, I went ahead and emailed you your dental ID card to the email we had on file. Mm-hmm. Uh, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandcard.com. If you don't see it in your inbox, be sure to check the spam or check the junk folder. Secondly, I emailed the insurance carrier as well, put in the request for a new physical dental ID card- Okay. ... with the mail add-updated mailing address you provided me with earlier. Um, so you should receive that one in seven to 10 business days. Okay? Mm-hmm. Okay, and I appreciate it, man. What was your name again? My name is Justin. Okay, Justin. I appreciate it again, Justin. You're welcome. You have a great day, okay? Thank you, you too. Thank you. Bye-bye. Oh!

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and Accords. This is Justin. How can I help you today?

Speaker speaker_2: Hey, Justin. How are you doing?

Speaker speaker_1: Doing pretty well, and yourself?

Speaker speaker_2: I'm doing pretty good. Okay, so long story short, I called you guys... I talked to you guys probably, like, two weeks ago prior. Uh, I enrolled in benefits through my job with you guys. I never received the card that, uh, they told me they would send out.

Speaker speaker_1: Yeah, let me check on that for you. Uh, what's the staffing agency you work for?

Speaker speaker_2: My staffing agency is Partners Personnel.

Speaker speaker_1: Partners Personnel? Let's see here. And the last four of your social?

Speaker speaker_2: The last four of my social is 2321.

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

Speaker speaker_2: Uh, city, state and zip code, it should be City: Flowery Branch, State of Georgia, Zip Code: 30542.

Speaker speaker_1: Uh, I stated your home address, including city, state and zip codes.

Speaker speaker_2: Yeah. 1128 Overbrook Drive, uh, Flowery Branch, Georgia, 30542.

Speaker speaker_1: Okay, let's see. You said 1128 Overbrook Drive?

Speaker speaker_2: Yeah, 1128.

Speaker speaker_1: Okay, 'cause we had 1100, um, so I went ahead and updated that.

Speaker speaker_2: Oh.

Speaker speaker_1: Confirm your date of birth.

Speaker speaker_2: My date of birth is 06-29-1998.

Speaker speaker_1: And a good telephone number I have is 843-506-0366?

Speaker speaker_2: Correct.

Speaker speaker_1: And the email I have is dominiquewilliams452@yahoo.com?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay, um, so let's see here. Let's see. So looking at the calendar, you became active in the dental coverage as of last Monday the 9th. So if we had the correct address on file, uh, you should have received it earlier, sometime this week. Um, but what I'll

go ahead and do right now, I'll look up that ID card and email it to you just so you have it, and then I'll put in a request at the insurance carrier for them to mail out the new... uh, that dental ID card to the new mailing address we just updated. Okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. But do you mind if I place you on a brief hold while I take care of all of that for you?

Speaker speaker_2: Yes, no problem.

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

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Hello, Dominic. You still there?

Speaker speaker_3: Yeah, I'm here.

Speaker speaker_1: Awesome. Thank you so much for holding. So two things. Uh, first thing, I went ahead and emailed you your dental ID card to the email we had on file.

Speaker speaker_3: Mm-hmm.

Speaker speaker_1: Uh, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandcard.com. If you don't see it in your inbox, be sure to check the spam or check the junk folder. Secondly, I emailed the insurance carrier as well, put in the request for a new physical dental ID card-

Speaker speaker_3: Okay.

Speaker speaker_1: ... with the mail add- updated mailing address you provided me with earlier. Um, so you should receive that one in seven to 10 business days. Okay?

Speaker speaker_3: Mm-hmm. Okay, and I appreciate it, man. What was your name again?

Speaker speaker_1: My name is Justin.

Speaker speaker_3: Okay, Justin. I appreciate it again, Justin.

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

Speaker speaker_3: Thank you, you too.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_3: Oh!