

Transcript: Justin

Mills-5261544081375232-4834899210059776

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? Yeah. Hi, good afternoon. I was just, uh, wanted to ask you guys, um, did you guys ever send out, uh, a card in the mail to use if I need an emergency to go, or, uh, to go to a, what do you call it, urgent care? Is that something that you guys do as well? Like, uh, I'm, um... Can I give you my information, maybe it's something you can look into? Yeah. Most likely, uh, the card was sent out. What's the staffing agency you work for? Uh, AT, ATC West. And the last four of your social? 1910. I was looking into- Okay. ... getting, uh, going, visiting a, a, a dentist sometime later this week or next week. But I think I have to show a card. Uh, and I'm on your website right now, and there's no, um, information that I can give to them. So I was just curious if there's something you guys can give, uh, email to me or mail me. 'Cause I've never received a card, um, it's been, I- I don't know, a, a, a month now. Okay. For security purposes, can you verify your home address, including city, state and zip code for me real quick? Yeah. Um, 629 East 219th Street, Unit 2, Carson, California. Um, ph- phone nu- my... What is it? My phone number, or... Your home address, including- Telephone number. ... city, state, and zip code. Yeah. So 629 East 219th Street, Unit 2, Carson, California, uh, 90745. And your neighbors? Uh, 9284. And a good telephone number I have is 808-551-0300. Okay. Well... Yeah, yeah. This is- And the email I have is A-N-T-H-O-N-E-S@hotmail.com? Yes. Okay. So looking at the calendar, you became active in the coverage as of last Monday, the 6th, so you should be receiving physical ID cards sometime within the next few days. Oh. However, do you mind if I place you on a brief hold while I email the information to you, just so you have it? Oh, okay. Yeah, that'd be great. Yeah. Awesome. Awesome. That's fun. Uh. Hello. Are you still there? Yes. Awesome. Thank you so much for holding. So I went ahead and emailed you- Mm-hmm. ... your ID cards to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. Mm-hmm. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder. Okay? Oh, I see it. I see two of them. Great. Okay. Yeah. So vision, dental... Both. Okay. Awesome, awesome, awesome. So one email is your ID cards. The second email is your FreeRx registration, uh, information to gain access to your FreeRx account for your prescriptions. Okay. That's great. Thank you. But you said the physical cards are still gonna be on its way, or... Yes, sir. You became active- Okay. ... as of last Monday, the 6th. Yeah. So you should be receiving the physical ID cards within the next few days because it takes seven to 10 business days for ID cards to be sent out, or received. Okay. My apologies. That's great. All right. Thank you so much. You're welcome. You have a great day, okay? You too. Thank you. Bye-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: Yeah. Hi, good afternoon. I was just, uh, wanted to ask you guys, um, did you guys ever send out, uh, a card in the mail to use if I need an emergency to go, or, uh, to go to a, what do you call it, urgent care? Is that something that you guys do as well? Like, uh, I'm, um... Can I give you my information, maybe it's something you can look into?

Speaker speaker_1: Yeah. Most likely, uh, the card was sent out. What's the staffing agency you work for?

Speaker speaker_2: Uh, AT, ATC West.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 1910. I was looking into-

Speaker speaker_1: Okay.

Speaker speaker_2: ... getting, uh, going, visiting a, a, a dentist sometime later this week or next week. But I think I have to show a card. Uh, and I'm on your website right now, and there's no, um, information that I can give to them. So I was just curious if there's something you guys can give, uh, email to me or mail me. 'Cause I've never received a card, um, it's been, I- I don't know, a, a, a month now.

Speaker speaker_1: Okay. For security purposes, can you verify your home address, including city, state and zip code for me real quick?

Speaker speaker_2: Yeah. Um, 629 East 219th Street, Unit 2, Carson, California. Um, phone nu- my... What is it? My phone number, or...

Speaker speaker_1: Your home address, including-

Speaker speaker_2: Telephone number.

Speaker speaker_1: ... city, state, and zip code.

Speaker speaker_2: Yeah. So 629 East 219th Street, Unit 2, Carson, California, uh, 90745.

Speaker speaker_1: And your neighbors?

Speaker speaker_2: Uh, 9284.

Speaker speaker_1: And a good telephone number I have is 808-551-0300.

Speaker speaker_2: Okay. Well... Yeah, yeah. This is-

Speaker speaker_1: And the email I have is A-N-T-H-O-N-E-S@hotmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So looking at the calendar, you became active in the coverage as of last Monday, the 6th, so you should be receiving physical ID cards sometime within the next few days.

Speaker speaker_2: Oh.

Speaker speaker_1: However, do you mind if I place you on a brief hold while I email the information to you, just so you have it?

Speaker speaker_2: Oh, okay. Yeah, that'd be great. Yeah.

Speaker speaker_1: Awesome.

Speaker speaker_2: Awesome. That's fun. Uh.

Speaker speaker_1: Hello. Are you still there?

Speaker speaker_2: Yes.

Speaker speaker_1: Awesome. Thank you so much for holding. So I went ahead and emailed you-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... your ID cards to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: However, if you don't see them in your inbox, be sure to check your spam or check your junk folder. Okay?

Speaker speaker_2: Oh, I see it. I see two of them. Great. Okay.

Speaker speaker_1: Yeah.

Speaker speaker_2: So vision, dental...

Speaker speaker_1: Both.

Speaker speaker_2: Okay. Awesome, awesome, awesome.

Speaker speaker_1: So one email is your ID cards. The second email is your FreeRx registration, uh, information to gain access to your FreeRx account for your prescriptions.

Speaker speaker_2: Okay. That's great. Thank you. But you said the physical cards are still gonna be on its way, or...

Speaker speaker_1: Yes, sir. You became active-

Speaker speaker_2: Okay.

Speaker speaker_1: ... as of last Monday, the 6th.

Speaker speaker_2: Yeah.

Speaker speaker_1: So you should be receiving the physical ID cards within the next few days because it takes seven to 10 business days for ID cards to be sent out, or received.

Speaker speaker_2: Okay.

Speaker speaker_1: My apologies.

Speaker speaker_2: That's great. All right. Thank you so much.

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

Speaker speaker_2: You too. Thank you. Bye-bye.

Speaker speaker_1: Bye.