

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey. I'm calling to, um, ask some questions about my benefits. Okay. What's the staffing agency you work for? Uh, Dorothy Staffing Solutions. And the last four of your social? 5571. And what will be your first and last name? Kao Yang: K-A-O Y-A-N-G. And for security purposes, could you verify your home address, including city, state and zip code, Kao? 5806 Drew Avenue North, Minneapolis, 55429 Minnesota. And confirm your date of birth. February 22nd, 2002. And a good telephone number have a 651-363-7761? That's correct. And the email I have is kaoyang153@y-i-icloud.com? Yes. Okay. How can I help you today? Um, so I- I've just received my benefit card in the mail, and I'm just wondering, like, if I could get more information on, um, what it, what the coverages are? Yeah. Um, so I can email you a copy of the benefit guide, uh, that'll show what's covered, what's not covered, how much the insurance carrier will pay for those services, if that would help. Okay. Yeah. Okay. Um, so I'll go ahead and do that for you. Um, 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- Um- ... be sure to check your spam or check your junk folder, okay? Okay. Uh, could you also, um, if, if it's possible, could you also, like, send me a list of, uh, dentist places that, that accept this? Uh, yes, sir. So I'll go ahead and, uh, include a provider's num- uh, provider list as well. Um, when you do call these people, um, just provide them with your zip code and they can g- provide you with that list. But these are telephone numbers- Okay. ... to find those providers, okay? All right. Okay. Um, but do you mind if I place you on a brief hold while I get those two emails set up for you real quick? Hm, sounds good. Okay. Hello? Are you still there? Hello? Are you still there? Yes, I am. Awesome. Thank you so much for holding. So I went ahead and emailed you those two things to the email we have on file. Email that you should be looking out for is coming from info@benefitsinacard.com, okay? Okay. Okay. Um, well, is there anything else I could assist you with today? No, that's all. Awesome. Well, you have a wonderful day, okay? All right. Thank you. You're welcome. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hey. I'm calling to, um, ask some questions about my benefits.

Speaker speaker_0: Okay. What's the staffing agency you work for?

Speaker speaker_1: Uh, Dorothy Staffing Solutions.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 5571.

Speaker speaker_0: And what will be your first and last name?

Speaker speaker_1: Kao Yang: K-A-O Y-A-N-G.

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

Speaker speaker_1: 5806 Drew Avenue North, Minneapolis, 55429 Minnesota.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: February 22nd, 2002.

Speaker speaker_0: And a good telephone number have a 651-363-7761?

Speaker speaker_1: That's correct.

Speaker speaker_0: And the email I have is kaoyang153@y- i- icloud.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. How can I help you today?

Speaker speaker_1: Um, so I- I've just received my benefit card in the mail, and I'm just wondering, like, if I could get more information on, um, what it, what the coverages are?

Speaker speaker_0: Yeah. Um, so I can email you a copy of the benefit guide, uh, that'll show what's covered, what's not covered, how much the insurance carrier will pay for those services, if that would help.

Speaker speaker_1: Okay. Yeah.

Speaker speaker_0: Okay. Um, so I'll go ahead and do that for you. Um, 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-

Speaker speaker_1: Um-

Speaker speaker_0: ... be sure to check your spam or check your junk folder, okay?

Speaker speaker_1: Okay. Uh, could you also, um, if, if it's possible, could you also, like, send me a list of, uh, dentist places that, that accept this?

Speaker speaker_0: Uh, yes, sir. So I'll go ahead and, uh, include a provider's num- uh, provider list as well. Um, when you do call these people, um, just provide them with your zip code and they can g- provide you with that list. But these are telephone numbers-

Speaker speaker_1: Okay.

Speaker speaker_0: ... to find those providers, okay?

Speaker speaker_1: All right.

Speaker speaker_0: Okay. Um, but do you mind if I place you on a brief hold while I get those two emails set up for you real quick?

Speaker speaker_1: Hm, sounds good.

Speaker speaker_0: Okay. Hello? Are you still there? Hello? Are you still there?

Speaker speaker_1: Yes, I am.

Speaker speaker_0: Awesome. Thank you so much for holding. So I went ahead and emailed you those two things to the email we have on file. Email that you should be looking out for is coming from info@benefitsinacard.com, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Um, well, is there anything else I could assist you with today?

Speaker speaker_1: No, that's all.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: You're welcome. Bye-bye.