

Transcript: Justin

Mills-5334566403784704-6396836739235840

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? Uh, yes, I was trying to see when my, uh, benefits came in for my dental. Seeing when your benefits would start. Is that correct? Yeah, for my dental. Okay. Um, what's the staffing agency you work for? MAU. And the last four of your social? Uh, 6368. And what was your first and last name? Laquisha McBride. Okay. And for security purposes, can you verify the home address, including city, state and zip code, Ms. McBride? 2001 Shirley Avenue, Augusta, Georgia 30904. And confirm your date of birth? 08/05/74. And a good telephone number has a 706-528-8471. Yes. And the email address is your first last name number one at gmail? Yes, that's correct. Okay, so let's see here. So looking at the calendar, it looks like you became active in the coverage as of last Monday, the 28th. Mm-hmm. So you should be receiving your physical ID card sometime this week. Mm-hmm. However, do you mind if I place you on a brief hold while I email you that information just so you have it? Yeah, you can wait. Awesome. I'll be right back for you, okay? Mm-hmm. Okay. Hello. Are you still there? Mm-hmm. Yeah, I'm here. Awesome. Thank you so much for holding. So I went ahead and emailed you your dental ID card to the email that was on file. Um... Okay. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay? Okay. Okay. But other than that, is there anything else I could help you out with today? No, that's it. Awesome. Well, thank you for calling Benefits in a Card and hope you have a wonderful day, okay? You, you too. Bye-bye. Thank you. 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: Uh, yes, I was trying to see when my, uh, benefits came in for my dental.

Speaker speaker_1: Seeing when your benefits would start. Is that correct?

Speaker speaker_2: Yeah, for my dental.

Speaker speaker_1: Okay. Um, what's the staffing agency you work for?

Speaker speaker_2: MAU.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: Uh, 6368.

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

Speaker speaker_2: Laquisha McBride.

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

Speaker speaker_2: 2001 Shirley Avenue, Augusta, Georgia 30904.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: 08/05/74.

Speaker speaker_1: And a good telephone number has a 706-528-8471.

Speaker speaker_2: Yes.

Speaker speaker_1: And the email address is your first last name number one at gmail?

Speaker speaker_2: Yes, that's correct.

Speaker speaker_1: Okay, so let's see here. So looking at the calendar, it looks like you became active in the coverage as of last Monday, the 28th.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So you should be receiving your physical ID card sometime this week.

Speaker speaker_2: Mm-hmm.

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

Speaker speaker_2: Yeah, you can wait.

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

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. Hello. Are you still there?

Speaker speaker_2: Mm-hmm. Yeah, I'm here.

Speaker speaker_1: Awesome. Thank you so much for holding. So I went ahead and emailed you your dental ID card to the email that was on file. Um...

Speaker speaker_2: Okay.

Speaker speaker_1: Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. But other than that, is there anything else I could help you out with today?

Speaker speaker_2: No, that's it.

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

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

Speaker speaker_1: Thank you. Bye-bye.