Transcript: Justin Mills-5508120163565568-4544159666585600

Full Transcript

Thank you for calling- What kind of service is it? ... Benefits in a Card. This is Justin. How can I help you today? Yes. Yes, hello. Um, I was just trying to, uh, get, I guess, my member number, um, and I was trying to figure out if you guys assign providers or if, um, or if I was supposed to pick a provider? Um, yeah, let me check on that for you. What's that staffing agency you work for? Uh, Priority Personnel. And the last four of your social? 0556. 0556. And what was your first and last name? Heaven Robinson. And for security purposes, could you verify your home address, including city, state and zip code? Uh, 702 Celebration Way, Apartment 1302, San Marcos, Texas 78666. And confirm your date of birth. 11/27/'98. And a good telephone number have as 512-618-1184? Yes, sir. And the email I have is LJ_Robinson1@Yahoo.com? Yes, sir. Okay. Um, so I'll go ahead and email the ID cards to you just so you have them. However, the email I will be sending you has telephone numbers in the email to where if you call them and provide them with your zip code, they can give you a list of those providers in that specific location that will accept the insurance. Okay. Okay. But do you mind if I place you on a brief hold while I take care of all that for you? Yeah, that's fine. Okay. Hello, are you still there? Yeah, I'm still here. 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 be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder. Okay? Okay. Thank you. You're welcome. Is there anything else I can assist you with today? No, that was all. Awesome. We hope, I hope you have a wonderful day, okay? You too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling-

Speaker speaker_1: What kind of service is it?

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

Speaker speaker_1: Yes. Yes, hello. Um, I was just trying to, uh, get, I guess, my member number, um, and I was trying to figure out if you guys assign providers or if, um, or if I was supposed to pick a provider?

Speaker speaker_0: Um, yeah, let me check on that for you. What's that staffing agency you work for?

Speaker speaker_1: Uh, Priority Personnel.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 0556. 0556.

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

Speaker speaker_1: Heaven Robinson.

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

Speaker speaker_1: Uh, 702 Celebration Way, Apartment 1302, San Marcos, Texas 78666.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 11/27/'98.

Speaker speaker_0: And a good telephone number have as 512-618-1184?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is LJ_Robinson1@Yahoo.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. Um, so I'll go ahead and email the ID cards to you just so you have them. However, the email I will be sending you has telephone numbers in the email to where if you call them and provide them with your zip code, they can give you a list of those providers in that specific location that will accept the insurance.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. But do you mind if I place you on a brief hold while I take care of all that for you?

Speaker speaker_1: Yeah, that's fine.

Speaker speaker_0: Okay. Hello, are you still there?

Speaker speaker_1: Yeah, I'm still here.

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 be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder. Okay?

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: You're welcome. Is there anything else I can assist you with today?

Speaker speaker_1: No, that was all.

Speaker speaker_0: Awesome. We hope, I hope you have a wonderful day, okay?

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye-bye.