

Transcript: Justin

Mills-5547801083592704-5603048120336384

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? Yes, sir. Uh, I was calling to see if I can get my, um, my card... or my, my email... my, uh, policy number emailed to me, for my cards. Okay. What's the staffing agency you work for? Uh, WorkSmart. And the last four of your social? 8685. And what was your first and last name? Mike Constantine. And for security purposes, can you verify the home address, including city, state and zip code, Mike? 13 Ardmore Drive, Taylor, South Carolina 29687. And confirm your date of birth? 11/08/1999. And a good telephone number have as 468-414-5156? Yep. And the email I have is nesslobe.constant@gmail? Correct. Okay, well here. Do you mind if I place you on a brief hold, while I email that information to you? Yeah. Hello, Michael? Yes, hello? Awesome. Could you please hold on, so I ... the info@benefitsandcard.com, okay? Okay. I had another question too. Yes. So, uh, with my, uh, medical plan, do you know what it covers, exactly? Um, so the VIP Classic covers hospitals, doctors and medications. Um, I can email you a copy of the benefit guide and highlight the plan you're currently enrolled into, to see if you can compare what's covered and what's not. I mean, that's fine too. Does it cover... You know if it covers like any, uh, doc- like doctor visits, or like, uh, surgeries, certain surgeries? Yes, sir. So, it does cover those things. It would cover your hospital visits, doctor visits and medication coverage. Um, but all of that information would be in the benefit guide that I'm emailing you, at a more detailed, uh, way .Okay. And you said it does, uh... I just wanted to make sure, it, uh, covers like certain surgeries, too, right, with the doctor visit? Yes, sir. It does. You have hospital coverage, doctor coverage and medication coverage. Yes, sir. So there is surgical- Okay. ... coverage in there as, as well. Also, quick question. Do you have another email I could send those ID cards? 'Cause that email, it came back as a non-delivered email. No, that's my only email. It's, uh... Yo, you might have spelt it wrong. I said N-E-S-L-O-V-E, like love. And then it's a dot... Oh, no. Did you have it wrong? It's S-L-O-B-E. Okay. No, it's N-E. N-E. N as in Nancy. N-E-S-L-O-V-E. Okay. And then.constantine, which is my last name, @gmail.com. Okay. So I'll go ahead and resend those ID cards- Any questions? ... for you. That's fine. Let's see here. Uh, other than that, is there anything else that I could assist you with today, Mike? No, sir. That's, that's it. Awesome. Well, you have a wonderful day, okay? Yeah. I appreciate it. You're welcome. 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: Yes, sir. Uh, I was calling to see if I can get my, um, my card... or my, my email... my, uh, policy number emailed to me, for my cards.

Speaker speaker_1: Okay. What's the staffing agency you work for?

Speaker speaker_2: Uh, WorkSmart.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 8685.

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

Speaker speaker_2: Mike Constantine.

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

Speaker speaker_2: 13 Ardmore Drive, Taylor, South Carolina 29687.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: 11/08/1999.

Speaker speaker_1: And a good telephone number have as 468-414-5156?

Speaker speaker_2: Yep.

Speaker speaker_1: And the email I have is nesslobe.constant@gmail?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay, well here. Do you mind if I place you on a brief hold, while I email that information to you?

Speaker speaker_2: Yeah.

Speaker speaker_3: Hello, Michael?

Speaker speaker_2: Yes, hello?

Speaker speaker_3: Awesome. Could you please hold on, so I ... the info@benefitsandcard.com, okay?

Speaker speaker_2: Okay. I had another question too.

Speaker speaker_3: Yes.

Speaker speaker_2: So, uh, with my, uh, medical plan, do you know what it covers, exactly?

Speaker speaker_3: Um, so the VIP Classic covers hospitals, doctors and medications. Um, I can email you a copy of the benefit guide and highlight the plan you're currently enrolled into,

to see if you can compare what's covered and what's not.

Speaker speaker_2: I mean, that's fine too. Does it cover... You know if it covers like any, uh, doc- like doctor visits, or like, uh, surgeries, certain surgeries?

Speaker speaker_3: Yes, sir. So, it does cover those things. It would cover your hospital visits, doctor visits and medication coverage. Um, but all of that information would be in the benefit guide that I'm emailing you, at a more detailed, uh, way .

Speaker speaker_4: Okay. And you said it does, uh... I just wanted to make sure, it, uh, covers like certain surgeries, too, right, with the doctor visit?

Speaker speaker_3: Yes, sir. It does. You have hospital coverage, doctor coverage and medication coverage. Yes, sir. So there is surgical-

Speaker speaker_4: Okay.

Speaker speaker_3: ... coverage in there as, as well. Also, quick question. Do you have another email I could send those ID cards? 'Cause that email, it came back as a non-delivered email.

Speaker speaker_4: No, that's my only email. It's, uh... Yo, you might have spelt it wrong. I said N-E-S-L-O-V-E, like love. And then it's a dot...

Speaker speaker_3: Oh, no.

Speaker speaker_4: Did you have it wrong?

Speaker speaker_3: It's S-L-O-B-E. Okay.

Speaker speaker_4: No, it's N-E. N-E. N as in Nancy. N-E-S-L-O-V-E.

Speaker speaker_3: Okay.

Speaker speaker_4: And then.constantine, which is my last name, @gmail.com.

Speaker speaker_3: Okay. So I'll go ahead and resend those ID cards-

Speaker speaker_4: Any questions?

Speaker speaker_3: ... for you.

Speaker speaker_4: That's fine.

Speaker speaker_3: Let's see here. Uh, other than that, is there anything else that I could assist you with today, Mike?

Speaker speaker_4: No, sir. That's, that's it.

Speaker speaker_3: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_4: Yeah. I appreciate it.

Speaker speaker_3: You're welcome. Bye-bye.