

Transcript: Justin

Mills-5608267541954560-6092984917737472

Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Yeah. My name is Cory Jackson and I wanted to check the status of my benefits card. Okay. What's the staffing agency you work for? MAU. And the last four of your Social? 6712. And for security purposes, can you verify your home address, including city, state and zip code, Cory? 215 Rosewalk Drive, Covington, Georgia 30016. And confirm your date of birth. October 22, 1976. And a good telephone number I have is 353-4090. Correct. And the email I have is amandaCory76@gmail? Correct. Okay. So checking the file, it looks like you became active in the coverage as of this past Monday, the 10th. So you should be receiving your physical ID card early next week. However, do you mind if I place you on a brief hold while I search up that information and I can email it to you? That, that'd be fine. Awesome. I'll be right back for you, okay? Okay. Yes, sir. Okay. Hello, Cory. Are you still there? Yes. Awesome. Thank you so much for holding. So I went ahead and emailed you your ID card and sent it to the email we had on file. Okay. Email that you should look out for is coming from info, that's I-N-F-O, @benefitsonacard.com. Okay. However, if you don't see in your inbox, be sure to check your spam or check your junk folder. Okay? Okay. Yes, sir. Awesome. Well, is there anything else I can assist you with today? Um, no, there isn't. Is, uh... And you said, a more physical card is coming in the mail next week? Early next week. Yes, sir. Okay. But if I need it in the meanwhile, I can pull it up through the email and show it to the provider? Correct. Yes, sir. Okay. Thank you so much. You're welcome. You have a great weekend, okay? Y- you as well. All right, bye-bye. All right, bye-bye.

Conversation Format

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

Speaker speaker_1: Yeah. My name is Cory Jackson and I wanted to check the status of my benefits card.

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

Speaker speaker_1: MAU.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 6712.

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

Speaker speaker_1: 215 Rosewalk Drive, Covington, Georgia 30016.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: October 22, 1976.

Speaker speaker_0: And a good telephone number I have is 353-4090.

Speaker speaker_1: Correct.

Speaker speaker_0: And the email I have is amandaCory76@gmail?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. So checking the file, it looks like you became active in the coverage as of this past Monday, the 10th. So you should be receiving your physical ID card early next week. However, do you mind if I place you on a brief hold while I search up that information and I can email it to you?

Speaker speaker_1: That, that'd be fine.

Speaker speaker_0: Awesome. I'll be right back for you, okay?

Speaker speaker_1: Okay. Yes, sir.

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

Speaker speaker_1: Yes.

Speaker speaker_0: Awesome. Thank you so much for holding. So I went ahead and emailed you your ID card and sent it to the email we had on file.

Speaker speaker_1: Okay.

Speaker speaker_0: Email that you should look out for is coming from info, that's I-N-F-O, @benefitsonacard.com.

Speaker speaker_1: Okay.

Speaker speaker_0: However, if you don't see in your inbox, be sure to check your spam or check your junk folder. Okay?

Speaker speaker_1: Okay. Yes, sir.

Speaker speaker_0: Awesome. Well, is there anything else I can assist you with today?

Speaker speaker_1: Um, no, there isn't. Is, uh... And you said, a more physical card is coming in the mail next week?

Speaker speaker_0: Early next week. Yes, sir.

Speaker speaker_1: Okay. But if I need it in the meanwhile, I can pull it up through the email and show it to the provider?

Speaker speaker_0: Correct. Yes, sir.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: You're welcome. You have a great weekend, okay?

Speaker speaker_1: Y- you as well.

Speaker speaker_0: All right, bye-bye.

Speaker speaker_1: All right, bye-bye.