

Transcript: Justin

Mills-5641736279244800-6464042664673280

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? Hi, Justin. Um, so I just recently got signed up with Benefits in a Card, um, because, um, it looked like it would be a better deal than the, um, Marketplace Healthcare that I was getting, and I'm pretty confused about how it works. So, huh, I hope you can help me with that. Yeah. Um, what's the staffing agency you work for? Uh, BG. And the last four of your social? Uh, 4667. And what was your first and last name? Katherine Berlin. Do you need that spelled out? No, I have you pulled up here, and for security purposes- Okay. ... could you verify the home address, including city, state and zip code, Katherine? 1002 North Plum Grove Road, Apartment 317, Schaumburg, Illinois, 60173. And your date of birth? 05/02/696. And a good telephone number I have is 533-3484. That's a good one. And the email I have is kateberlin4 at gmail? Correct. Okay, and how can I help you today? Yeah, so like, I mean, if this insurance... Like, if I go to the doctor, like, do I, like, show them an insurance card? Like, how does that work? Um, let's see. Have you received your physical ID card in the mail yet, or no? No, but I didn't even know to look for it. Okay. Um, like, if you... Like, do you have that on record? Like, like is... Does it say, like, that it's been sent out or something? Um, well, I usually know that once you become active in the coverage, physical ID cards would be received within seven to 10 business days. However, I can put in- Oh, okay. ... a new request for one to be mailed out to you and then email you one to be on the safe side. That would be great. Yeah. Um, like, if I could just... I mean, yeah, I'd like to have one, like, in my email and then, like, you know, use that as a backup. I mean, you know, like, the physical ID card, like, that feels more legit, but, you know, an email's hard to beat. Better than nothing. Totally understand. Um, well, so I'll go ahead and, uh, do that for you, but do you mind if I place you on a brief hold while I do that? Go ahead. Okay. Hello, Katherine. You still there? Yes. Thank you so much for holding. So two things. Uh, first thing, I emailed that ID card to you. Um, email that you should be looking out for will be coming from info, that's info@benefitsinacard.com. However, if you don't see it in the inbox, be sure to check your spam or check your junk folder. Um, secondly- It sounds like it just came in. I just heard the vibration. Okay. Okay. Um, so secondly, I- Kind of a weird thing. Yes. So I emailed the insurance carrier as well, put in a request for a new physical ID card to be mailed out to you, so you should receive that one in seven to 10 business days. Okay? Fantastic. Okay. Did you have any other questions for me today? No, that's great. Okay. Uh, well, thank you for calling Benefits in a Card, and I hope you have a wonderful day, okay? All right. You take care. Thank you. Bye-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: Hi, Justin. Um, so I just recently got signed up with Benefits in a Card, um, because, um, it looked like it would be a better deal than the, um, Marketplace Healthcare that I was getting, and I'm pretty confused about how it works. So, huh, I hope you can help me with that.

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

Speaker speaker_2: Uh, BG.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: Uh, 4667.

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

Speaker speaker_2: Katherine Berlin. Do you need that spelled out?

Speaker speaker_1: No, I have you pulled up here, and for security purposes-

Speaker speaker_2: Okay.

Speaker speaker_1: ... could you verify the home address, including city, state and zip code, Katherine?

Speaker speaker_2: 1002 North Plum Grove Road, Apartment 317, Schaumburg, Illinois, 60173.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 05/02/696.

Speaker speaker_1: And a good telephone number I have is 533-3484.

Speaker speaker_2: That's a good one.

Speaker speaker_1: And the email I have is kateberlin4 at gmail?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay, and how can I help you today?

Speaker speaker_2: Yeah, so like, I mean, if this insurance... Like, if I go to the doctor, like, do I, like, show them an insurance card? Like, how does that work?

Speaker speaker_1: Um, let's see. Have you received your physical ID card in the mail yet, or no?

Speaker speaker_2: No, but I didn't even know to look for it. Okay. Um, like, if you... Like, do you have that on record? Like, like is... Does it say, like, that it's been sent out or something?

Speaker speaker_1: Um, well, I usually know that once you become active in the coverage, physical ID cards would be received within seven to 10 business days. However, I can put in-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... a new request for one to be mailed out to you and then email you one to be on the safe side.

Speaker speaker_2: That would be great. Yeah. Um, like, if I could just... I mean, yeah, I'd like to have one, like, in my email and then, like, you know, use that as a backup. I mean, you know, like, the physical ID card, like, that feels more legit, but, you know, an email's hard to beat. Better than nothing.

Speaker speaker_1: Totally understand. Um, well, so I'll go ahead and, uh, do that for you, but do you mind if I place you on a brief hold while I do that?

Speaker speaker_2: Go ahead.

Speaker speaker_1: Okay. Hello, Katherine. You still there?

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you so much for holding. So two things. Uh, first thing, I emailed that ID card to you. Um, email that you should be looking out for will be coming from info, that's info@benefitsinacard.com. However, if you don't see it in the inbox, be sure to check your spam or check your junk folder. Um, secondly-

Speaker speaker_2: It sounds like it just came in. I just heard the vibration. Okay.

Speaker speaker_1: Okay. Um, so secondly, I-

Speaker speaker_2: Kind of a weird thing.

Speaker speaker_1: Yes. So I emailed the insurance carrier as well, put in a request for a new physical ID card to be mailed out to you, so you should receive that one in seven to 10 business days. Okay?

Speaker speaker_2: Fantastic.

Speaker speaker_1: Okay. Did you have any other questions for me today?

Speaker speaker_2: No, that's great.

Speaker speaker_1: Okay. Uh, well, thank you for calling Benefits in a Card, and I hope you have a wonderful day, okay?

Speaker speaker_2: All right. You take care.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye.