

Transcript: Justin

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Full Transcript

Hi, you have a call with Benefits in a Card Hi, this is Callie Howard. My benefits started on the 21st, but I have not received my cards in the mail yet. Um, I'm at the dentist currently. Could you tell me my dental insurance for me? Yeah, I could possibly email you your ID cards. So what's the staffing agency you work for? Yeah. Um, Hamilton Riker out of Morgantown, Kentucky. And the last four of your social? Seven, five, five, three. And for security purposes, can you verify your home address, including city, state and zip code, Kaylee? 2497 Dexterville Gilstrap Road, Morgantown, Kentucky 42261. And confirm your date of birth. 11/32/000. And a good telephone number that I have is 270-999-4616. That's correct. And the email I have is kaylierhoward@gmail.com. Yes, sir. Okay. Do you mind if I place you on a brief hold while I email you your ID cards? No, not at all. Thank you so much. You're welcome. Hello, are you still there? Yes, I am. Awesome. Thank you so much for holding. So, I went ahead and emailed you your ID cards to the email we had on file. Email that you should be looking out for- Okay. ... will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay? Okay. Okay. And- Um, do you think it went down in my spam? Yes. So believe... Uh, so check your spam or junk folder on the s- just to be on the safe side, 'cause for some reason they like to go to those folders for some reason. I don't know why. Okay. Okay. Um, but as of right now- But I do know- ... I do know- Oh, I did get it. Okay. But as of right now, I do know that physical ID cards will arrive at your home address early next week. Okay? Okay. Perfect. Thank you so much. I really appreciate it. You're welcome. You have a great day, okay? All right, bye. All right, bye-bye.

Conversation Format

Speaker speaker_0: Hi, you have a call with Benefits in a Card

Speaker speaker_1: Hi, this is Callie Howard. My benefits started on the 21st, but I have not received my cards in the mail yet. Um, I'm at the dentist currently. Could you tell me my dental insurance for me?

Speaker speaker_0: Yeah, I could possibly email you your ID cards. So what's the staffing agency you work for?

Speaker speaker_1: Yeah. Um, Hamilton Riker out of Morgantown, Kentucky.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: Seven, five, five, three.

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

Speaker speaker_1: 2497 Dexterville Gilstrap Road, Morgantown, Kentucky 42261.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 11/32/000.

Speaker speaker_0: And a good telephone number that I have is 270-999-4616.

Speaker speaker_1: That's correct.

Speaker speaker_0: And the email I have is kaylierhoward@gmail.com.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. Do you mind if I place you on a brief hold while I email you your ID cards?

Speaker speaker_1: No, not at all. Thank you so much.

Speaker speaker_0: You're welcome. Hello, are you still there?

Speaker speaker_1: Yes, I am.

Speaker speaker_0: Awesome. Thank you so much for holding. So, I went ahead and emailed you your ID cards to the email we had on file. Email that you should be looking out for-

Speaker speaker_1: Okay.

Speaker speaker_0: ... will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. And-

Speaker speaker_1: Um, do you think it went down in my spam?

Speaker speaker_0: Yes. So believe... Uh, so check your spam or junk folder on the s- just to be on the safe side, 'cause for some reason they like to go to those folders for some reason. I don't know why.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Um, but as of right now-

Speaker speaker_1: But I do know-

Speaker speaker_0: ... I do know-

Speaker speaker_1: Oh, I did get it. Okay.

Speaker speaker_0: But as of right now, I do know that physical ID cards will arrive at your home address early next week. Okay?

Speaker speaker_1: Okay. Perfect. Thank you so much. I really appreciate it.

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

Speaker speaker_1: All right, bye.

Speaker speaker_0: All right, bye-bye.