

## **Transcript: Justin**

**Mills-5834350211547136-6216035902078976**

### **Full Transcript**

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yes, uh, my name's Christopher Manson. Um, I think I accidentally delete, uh, the email that had my, my, uh, medical card on it. Uh, I was wondering if you guys could resend it to me? Yeah. What's that staffing agency you work for? I work for, uh, Surge. And the last four of your social? Seven, three, seven, four. And what was your last name, Christa? It's Christopher, and it's, uh, Manson. M-A-N-S-O-N. My apologies. And for security purposes, can you verify your home address, including city, state and zip code, Christopher? Uh... I, I know that but I don't know if they have that one or my PO Box, because I gave them my PO Box. But, uh, 5248 Township Road, 108 Mount Gillian, Ohio, 43308. I have a PO Box on file. Yep. Uh, PO Box 1-uh, 1123, uh, Mansfield, Ohio, 44901. May I confirm your date of birth? 7/26/1990. And a good telephone number has 419-312-0403? Yes. And the email I have is christ.manson0925 at gmail? Yeah. Okay, well here, do you mind if I place you on a brief hold while I email that information to you? Yep, that's fine. Hello, are you still there? Yes, 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 look out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. Okay. However, if you don't see them in your... Be sure to check the spam or check the junk folder, okay? Okay. All right. I, I... Okay. So you said you gave me all of them? 'Cause- Correct. ... right now all I see is dental. Like, um, like..... So medical, dental and vision are included in that email. I verified everything. Okay. All right. So dental, vision. What's this? Okay, here it is, my medical. Okay. That's the one I needed because the hospital's been needing that medical number, and that's what I've been needing. I have the paper form of the, uh, vision and, and dental. I just didn't know that you guys didn't give, uh, paper forms of, uh, of, uh, medical. I totally understand. Well, is there anything else I could assist you with today? No, that's it. Thank you very much. You're welcome. You have a great day, okay? Yep. You too. Bye-bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Yes, uh, my name's Christopher Manson. Um, I think I accidentally delete, uh, the email that had my, my, uh, medical card on it. Uh, I was wondering if you guys could resend it to me?

Speaker speaker\_0: Yeah. What's that staffing agency you work for?

Speaker speaker\_1: I work for, uh, Surge.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: Seven, three, seven, four.

Speaker speaker\_0: And what was your last name, Christa?

Speaker speaker\_1: It's Christopher, and it's, uh, Manson. M-A-N-S-O-N.

Speaker speaker\_0: My apologies. And for security purposes, can you verify your home address, including city, state and zip code, Christopher?

Speaker speaker\_1: Uh... I, I know that but I don't know if they have that one or my PO Box, because I gave them my PO Box. But, uh, 5248 Township Road, 108 Mount Gillian, Ohio, 43308.

Speaker speaker\_0: I have a PO Box on file.

Speaker speaker\_1: Yep. Uh, PO Box 1- uh, 1123, uh, Mansfield, Ohio, 44901.

Speaker speaker\_0: May I confirm your date of birth?

Speaker speaker\_1: 7/26/1990.

Speaker speaker\_0: And a good telephone number has 419-312-0403?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email I have is christ.manson0925 at gmail?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay, well here, do you mind if I place you on a brief hold while I email that information to you?

Speaker speaker\_1: Yep, that's fine.

Speaker speaker\_3: Hello, are you still there?

Speaker speaker\_1: Yes, 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 look out for will be coming from info, that's I-N-F-O, @benefitsinacard.com.

Speaker speaker\_1: Okay.

Speaker speaker\_0: However, if you don't see them in your... Be sure to check the spam or check the junk folder, okay?

Speaker speaker\_1: Okay. All right. I, I... Okay. So you said you g- you gave me all of them? 'Cause-

Speaker speaker\_0: Correct.

Speaker speaker\_1: ... right now all I see is dental.

Speaker speaker\_4: Like, um, like.....

Speaker speaker\_1: So medical, dental and vision are included in that email. I verified everything. Okay. All right. So dental, vision. What's this? Okay, here it is, my medical. Okay. That's the one I needed because the hospital's been needing that medical number, and that's what I've been needing. I have the paper form of the, uh, vision and, and dental. I just didn't know that you guys didn't give, uh, paper forms of, uh, of, uh, medical.

Speaker speaker\_0: I totally understand. Well, is there anything else I could assist you with today?

Speaker speaker\_1: No, that's it. Thank you very much.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: Yep. You too. Bye-bye.

Speaker speaker\_0: Bye-bye.