

## Transcript: Justin

**Mills-5886678430171136-4742858040721408**

### Full Transcript

Thank you for calling Benefits and iCard. This is Justin. How can I help you today? Shapelle Hyland. Calling about my, uh, insurance for MAU. Okay, so MAU, what's the last four of your Social? 3554. And what was your first and last name again? I'm sorry. Shapelle Hyland. S-H-A-P-E-L-L-E H-Y-L-A-N-D. And for security purposes, can you verify your home address, including city, state and zip code, Shapelle? 160 MacArthur Street, Bay Shore, South Carolina 29006. And your date of birth? 05/03/72. And a good telephone number have is 803-480-7253. Correct. And the email I have is c-t-o-l-e-n20 at gmail? Yes. That's correct. Okay. How can I help you today? They saying I ain't got no damn insurance, but they been taking it out. When I called Felicia, she said it wasn't... They weren't taking out my check no more or what. Um, well, looking at the file you still have dental. Um, you have the MEC, which is your medical plan, group accident, dental- But, uh, I don't have... I don't have the card. Okay. I can email it to you. Do you mind if I place you on a brief hold while I do it? Could I give you my other cel- I need my other cell phone where you... I'ma give you both. Well, it should go on both. Should go on both phones. Okay. Um, so that email that I have on file is not a good email? Yeah. They both use the same email. But it come quicker on my other number. Oh, okay. So I'm, I'm confused. Do you need your ID cards sent to that email that's on file, or being sent to another email? It's the same. Both of them use the same email. Okay. So send the ID cards to that email, correct? Yeah, but I need my email... my card sent to the address. Okay. So I'll email you your ID cards just so you have them, and then I'll send an email to the insurance carrier for them to send out physical ID cards. Do you mind if I place you on a brief hold while I do that for you? No. You're good. Go ahead. Hello? A- I thought I heard a "hi." Yeah. Well, two things. First thing, about the insurance company sending you physical IDs- Yes. ... we met out to you. So you should receive those within seven to 10 business days. Second thing, I emailed you your ID cards just so you have them. Email that you should be looking out for will be coming from info, that's I-N-F-O. Hello. What I sign up to? @benefitsandicard... @benefitsandicard.com. How much... How, how much... How much does it... when it comes from my email? Um, it should arrive momentarily, so you should probably have it in your email by now. Uh... Is there anything else I could assist you with today? This Cigna? Yes, sir. I went ahead and sent them. Is this Cigna? Is it Cigna? No, it's American Public Life. That's the insurance carrier. Okay. Is there anything else I could assist you with today? That's it. Awesome. Well, you have a wonderful day, okay? You too. All right. Bye-bye. Bye.

### Conversation Format

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

Speaker speaker\_1: Shapelle Hyland. Calling about my, uh, insurance for MAU.

Speaker speaker\_0: Okay, so MAU, what's the last four of your Social?

Speaker speaker\_1: 3554.

Speaker speaker\_0: And what was your first and last name again? I'm sorry.

Speaker speaker\_1: Shapelle Hyland. S-H-A-P-E-L-L-E H-Y-L-A-N-D.

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

Speaker speaker\_1: 160 MacArthur Street, Bay Shore, South Carolina 29006.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 05/03/72.

Speaker speaker\_0: And a good telephone number have is 803-480-7253.

Speaker speaker\_1: Correct.

Speaker speaker\_0: And the email I have is c-t-o-l-e-n20 at gmail?

Speaker speaker\_1: Yes. That's correct.

Speaker speaker\_0: Okay. How can I help you today?

Speaker speaker\_1: They saying I ain't got no damn insurance, but they been taking it out. When I called Felicia, she said it wasn't... They weren't taking out my check no more or what.

Speaker speaker\_0: Um, well, looking at the file you still have dental. Um, you have the MEC, which is your medical plan, group accident, dental-

Speaker speaker\_1: But, uh, I don't have... I don't have the card.

Speaker speaker\_0: Okay. I can email it to you. Do you mind if I place you on a brief hold while I do it?

Speaker speaker\_1: Could I give you my other cel- I need my other cell phone where you... I'ma give you both. Well, it should go on both. Should go on both phones.

Speaker speaker\_0: Okay. Um, so that email that I have on file is not a good email?

Speaker speaker\_1: Yeah. They both use the same email. But it come quicker on my other number.

Speaker speaker\_0: Oh, okay. So I'm, I'm confused. Do you need your ID cards sent to that email that's on file, or being sent to another email?

Speaker speaker\_1: It's the same. Both of them use the same email.

Speaker speaker\_0: Okay. So send the ID cards to that email, correct?

Speaker speaker\_1: Yeah, but I need my email... my card sent to the address.

Speaker speaker\_0: Okay. So I'll email you your ID cards just so you have them, and then I'll send an email to the insurance carrier for them to send out physical ID cards. Do you mind if I place you on a brief hold while I do that for you?

Speaker speaker\_1: No. You're good. Go ahead.

Speaker speaker\_0: Hello? A-

Speaker speaker\_2: I thought I heard a "hi."

Speaker speaker\_3: Yeah.

Speaker speaker\_0: Well, two things. First thing, about the insurance company sending you physical IDs-

Speaker speaker\_3: Yes.

Speaker speaker\_0: ... we met out to you. So you should receive those within seven to 10 business days. Second thing, I emailed you your ID cards just so you have them. Email that you should be looking out for will be coming from info, that's I-N-F-O.

Speaker speaker\_1: Hello. What I sign up to?

Speaker speaker\_0: @benefitsandicard... @benefitsandicard.com.

Speaker speaker\_1: How much... How, how much... How much does it... when it comes from my email?

Speaker speaker\_0: Um, it should arrive momentarily, so you should probably have it in your email by now.

Speaker speaker\_1: Uh...

Speaker speaker\_0: Is there anything else I could assist you with today?

Speaker speaker\_1: This Cigna?

Speaker speaker\_0: Yes, sir. I went ahead and sent them.

Speaker speaker\_1: Is this Cigna?

Speaker speaker\_0: Is it Cigna? No, it's American Public Life. That's the insurance carrier.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Is there anything else I could assist you with today?

Speaker speaker\_1: That's it.

Speaker speaker\_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_1: You too.

Speaker speaker\_0: All right. Bye-bye.

Speaker speaker\_1: Bye.