

Transcript: Justin

Mills-5913270666444800-6324077556449280

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? How are you doing, Justin? Uh, I've been working for a company called Crown Staffing for about the past four months, and, um, they take something out of my check each week called Benefits and a Card. And, um, I was under the understanding that that's my insurance, but I haven't received any medical insurance cards in the mail. So, um, I'm trying to figure out wh- where do I go from here? I need to make a doctor's appointment today and I'm trying to figure out how to use my insurance. Yeah, I could possibly email the ID card to you just so you have it. Um, so Crown Services you said? Yes, Crown Staffing. And what's the last four of your Social? Uh, 3427. And your first and last name? Allen Scott. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Allen? Uh, 1131 Stone Arch Drive, Independence, Missouri, 64052. And is there an apartment associated with that address or no? Yes, the apartment would be 1131. Okay. And confirm your date of birth? 12/23/89. And I think on the telephone number I have is 346-205-5563? Correct. And the email I have is ascott22@Yahoo? Yes. Okay. Um, so let's see here. Um, well, here, do you mind if I place you on a brief hold while I email that information to you? That's fine. Okay. Hello, Allen. You still there? Yes. Awesome. Thank you so much for holding. So I went ahead and emailed you your ID card to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see in your inbox, be sure to check your spam or check your junk folder to be on the safe side, okay? Okay. Okay. Well, is there anything I can help you with today? And, uh, does it, does it have all my plan details on there, or would it be another website I would need to go to to find that out? Um, so I'll go ahead and email you a copy of a benefit guide and just highlight what plan you're currently enrolled into, and then you can match up what's from there. I will... I would appreciate that. Yes, sir. So it'll be coming from the same email, info@benefitsandacard.com. Okay? All righty. Okay. Yeah. Is there anything else I can get helped you out with today? That'll be all. Thank you. You're welcome. You have a great day, okay? All right. You too. All right. 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 and a Card. This is Justin. How can I help you today?

Speaker speaker_2: How are you doing, Justin? Uh, I've been working for a company called Crown Staffing for about the past four months, and, um, they take something out of my check each week called Benefits and a Card. And, um, I was under the understanding that that's my insurance, but I haven't received any medical insurance cards in the mail. So, um, I'm trying to figure out wh- where do I go from here? I need to make a doctor's appointment today and I'm trying to figure out how to use my insurance.

Speaker speaker_1: Yeah, I could possibly email the ID card to you just so you have it. Um, so Crown Services you said?

Speaker speaker_2: Yes, Crown Staffing.

Speaker speaker_1: And what's the last four of your Social?

Speaker speaker_2: Uh, 3427.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Allen Scott.

Speaker speaker_1: Okay. And for security purposes, could you verify your home address, including city, state and zip code, Allen?

Speaker speaker_2: Uh, 1131 Stone Arch Drive, Independence, Missouri, 64052.

Speaker speaker_1: And is there an apartment associated with that address or no?

Speaker speaker_2: Yes, the apartment would be 1131.

Speaker speaker_1: Okay. And confirm your date of birth?

Speaker speaker_2: 12/23/89.

Speaker speaker_1: And I think on the telephone number I have is 346-205-5563?

Speaker speaker_2: Correct.

Speaker speaker_1: And the email I have is ascott22@Yahoo?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, so let's see here. Um, well, here, do you mind if I place you on a brief hold while I email that information to you?

Speaker speaker_2: That's fine.

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

Speaker speaker_2: Yes.

Speaker speaker_1: Awesome. Thank you so much for holding. So I went ahead and emailed you your ID card to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see in your inbox, be sure to check your spam or check your junk folder to be on the safe side, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Well, is there anything I can help you with today?

Speaker speaker_2: And, uh, does it, does it have all my plan details on there, or would it be another website I would need to go to to find that out?

Speaker speaker_1: Um, so I'll go ahead and email you a copy of a benefit guide and just highlight what plan you're currently enrolled into, and then you can match up what's from there.

Speaker speaker_2: I will... I would appreciate that.

Speaker speaker_1: Yes, sir. So it'll be coming from the same email, info@benefitsandacard.com. Okay?

Speaker speaker_2: All righty.

Speaker speaker_1: Okay.

Speaker speaker_2: Yeah.

Speaker speaker_1: Is there anything else I can get helped you out with today?

Speaker speaker_2: That'll be all. Thank you.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: All right. You too.

Speaker speaker_1: All right. Bye-bye.