

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey, Justin. Uh, I just, uh, received an email from my employer that, um, I was ready to go. They just switched over to this insurance, and I was trying to activate it, and it said additional information was required and I had to call this number. Yeah, let me check on that. Um, what's that staffing agency you work for? Uh, it's Global Health Group. Global Health Group. Let me see if that's on my latest list. Global Health Group. Yeah, I'm not seeing that on my latest list. Do you think it might go by a different name? Uh, it could go by Noor, N-O-O-R, Staffing. Okay, so Noor Staffing. And what's the last four of your Social? Uh, 3356. And what was your first and last name? Jordan Newstead. Okay. For security purposes, could you verify your home address, including city, state and zip code, Jordan? Uh, 1913 Greenlawn Ave., Kalamazoo, Michigan, 49006. And confirm your date of birth. 2-6-97. And a good telephone number I have is 231-388-2983? Yep. And the email I have is jordannewstead06@gmail? Yes, that's correct. Okay, so looking at the file, it looks like you're currently enrolled into dental, short-term disability, and the VIP Classic, which is your medical plan, all for employee only. However, checking my calendar, you did become active in the coverage as of m-February the 3rd, so you should be receiving your physical ID cards within the next few days. Um, but I can possibly email them to you if need be. Yeah, that would be great 'cause I'm, I'm actually working out in California, uh, and my residence is in Michigan. So even if they get sent out, it'll, it'll... I'll have to then get 'em sent again to me. I've just been using the elec-electronic one, uh, with my old insurance. Totally understand. Uh, well here, do you mind if I place you on a brief hold while I do all of that for you? No, that's fine. Okay. Hello, Jordan. You still there? Yeah. Awesome. Thank you so much for holding. So I went ahead and emailed you all of your ID emails that we had on file. Email that you should look out for is coming from info, that's I-N-F-, @benefitsandacard,.com. However, if you don't see it in your inbox, be sure to check your spam or check your folder, okay? Okay, yeah, I'm not seeing it just yet. And that'll have all my information in there too? Yes, sir, as well as telephone numbers to find providers. Um, when you do call those telephone numbers, just provide them with your zip code, okay? Okay, perfect. Oh yeah, I see it now. Awesome. Well, is there anything else I could assist you with today? No, that'll do it, man. Thank you so much. You're welcome. You have a great day, okay? Okay. You too. All right, bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hey, Justin. Uh, I just, uh, received an email from my employer that, um, I was ready to go. They just switched over to this insurance, and I was trying to activate it, and it said additional information was required and I had to call this number.

Speaker speaker_0: Yeah, let me check on that. Um, what's that staffing agency you work for?

Speaker speaker_1: Uh, it's Global Health Group.

Speaker speaker_0: Global Health Group. Let me see if that's on my latest list. Global Health Group. Yeah, I'm not seeing that on my latest list. Do you think it might go by a different name?

Speaker speaker_1: Uh, it could go by Noor, N-O-O-R, Staffing.

Speaker speaker_0: Okay, so Noor Staffing. And what's the last four of your Social?

Speaker speaker_1: Uh, 3356.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Jordan Newstead.

Speaker speaker_0: Okay. For security purposes, could you verify your home address, including city, state and zip code, Jordan?

Speaker speaker_1: Uh, 1913 Greenlawn Ave., Kalamazoo, Michigan, 49006.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 2-6-97.

Speaker speaker_0: And a good telephone number I have is 231-388-2983?

Speaker speaker_1: Yep.

Speaker speaker_0: And the email I have is jordannewstead06@gmail?

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: Okay, so looking at the file, it looks like you're currently enrolled into dental, short-term disability, and the VIP Classic, which is your medical plan, all for employee only. However, checking my calendar, you did become active in the coverage as of m-February the 3rd, so you should be receiving your physical ID cards within the next few days. Um, but I can possibly email them to you if need be.

Speaker speaker_1: Yeah, that would be great 'cause I'm, I'm actually working out in California, uh, and my residence is in Michigan. So even if they get sent out, it'll, it'll... I'll have to then get 'em sent again to me. I've just been using the elec- electronic one, uh, with my old insurance.

Speaker speaker_0: Totally understand. Uh, well here, do you mind if I place you on a brief hold while I do all of that for you?

Speaker speaker_1: No, that's fine.

Speaker speaker_0: Okay. Hello, Jordan. You still there?

Speaker speaker_1: Yeah.

Speaker speaker_0: Awesome. Thank you so much for holding. So I went ahead and emailed you all of your ID emails that we had on file. Email that you should look out for is coming from info, that's I-N-F-, @benefitsandacard,.com. However, if you don't see it in your inbox, be sure to check your spam or check your folder, okay?

Speaker speaker_1: Okay, yeah, I'm not seeing it just yet. And that'll have all my information in there too?

Speaker speaker_0: Yes, sir, as well as telephone numbers to find providers. Um, when you do call those telephone numbers, just provide them with your zip code, okay?

Speaker speaker_1: Okay, perfect. Oh yeah, I see it now.

Speaker speaker_0: Awesome. Well, is there anything else I could assist you with today?

Speaker speaker_1: No, that'll do it, man. Thank you so much.

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

Speaker speaker_1: You too.

Speaker speaker_0: All right, bye-bye.

Speaker speaker_1: Bye-bye.