

Transcript: Justin

Mills-6144284230991872-5251451982757888

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yes, I was wondering if you can look up and see, uh, like when they're gonna send out my insurance card? Yeah, I can check on that. What's that staffing agency you work for? Associated Staffing. And the last four of your social? 7399. And what was your first and last name? Brooke Swanson. And for security purposes, could you verify your home address, including city, state and zip code? Sure. It's 2810 L Avenue Number Nine, Kearney, Nebraska 68847. And your date of birth? 2/10/77. And a good telephone number I have is 402-670-7661. Yes, that's correct. And the email I have is bmgibreal@yahoo.com. Yes. Okay, so let's see here. So, checking the calendar, it looks like you became active in the coverage as of this past Monday, the 17th. Okay. So, you should be receiving physical ID cards early next week or sometime next week. Okay. Um... Okay, perfect. But let me, let me place you on a brief hold to verify when the ID cards were- Okay. ... sent out, okay? Okay, thank you. You're welcome. Hello, Brooke, are you still there? Yes. Awesome. Thank you so much for holding. So, when I went to go search up the ID cards, looks like your ID cards were sent out yesterday. So, you should receive them- Okay, perfect. ... within the next, you know, 10 days, okay? Okay, all right. Thank you for your help. And another thing... You're welcome. Mm-hmm. And another thing, um, I also went ahead and just emailed the ID cards to you just so you have 'em. Oh, perfect. Your email that you should look out for will be coming from info@benefitsinacard.com, okay? Okay, perfect. Awesome. Is there anything else I could assist you with today? Nope, that's it. Okay. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful weekend, all right? You too. Thank you. Bye. You're welcome. 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, I was wondering if you can look up and see, uh, like when they're gonna send out my insurance card?

Speaker speaker_0: Yeah, I can check on that. What's that staffing agency you work for?

Speaker speaker_1: Associated Staffing.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 7399.

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

Speaker speaker_1: Brooke Swanson.

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

Speaker speaker_1: Sure. It's 2810 L Avenue Number Nine, Kearney, Nebraska 68847.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 2/10/'77.

Speaker speaker_0: And a good telephone number I have is 402-670-7661.

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: And the email I have is bmgibreal@yahoo.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so let's see here. So, checking the calendar, it looks like you became active in the coverage as of this past Monday, the 17th.

Speaker speaker_1: Okay.

Speaker speaker_0: So, you should be receiving physical ID cards early next week or sometime next week.

Speaker speaker_1: Okay.

Speaker speaker_0: Um...

Speaker speaker_1: Okay, perfect.

Speaker speaker_0: But let me, let me place you on a brief hold to verify when the ID cards were-

Speaker speaker_1: Okay.

Speaker speaker_0: ... sent out, okay?

Speaker speaker_1: Okay, thank you.

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

Speaker speaker_1: Yes.

Speaker speaker_0: Awesome. Thank you so much for holding. So, when I went to go search up the ID cards, looks like your ID cards were sent out yesterday. So, you should receive them-

Speaker speaker_1: Okay, perfect.

Speaker speaker_0: ... within the next, you know, 10 days, okay?

Speaker speaker_1: Okay, all right. Thank you for your help.

Speaker speaker_0: And another thing... You're welcome.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And another thing, um, I also went ahead and just emailed the ID cards to you just so you have 'em.

Speaker speaker_1: Oh, perfect.

Speaker speaker_0: Your email that you should look out for will be coming from info@benefitsinacard.com, okay?

Speaker speaker_1: Okay, perfect.

Speaker speaker_0: Awesome. Is there anything else I could assist you with today?

Speaker speaker_1: Nope, that's it.

Speaker speaker_0: Okay. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful weekend, all right?

Speaker speaker_1: You too. Thank you. Bye.

Speaker speaker_0: You're welcome. Bye-bye.