

Transcript: Justin

Mills-6206827949670400-5651678327947264

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, Justin. Um, my name is Zenobia. I just have one quick question. Yes. Um, so, um, with the employer I have, I do have Benefits in a Card. Is this our actual insurance? I'm sorry. Will you r- repeat the question one more time? Yes. If the Benefit in a Card, is this our... Is this our actual... Is this what we use for our actual insurance when we need to see a doctor? Um, we're the plan administrators for your employer. Um, let me try pulling your file to see what actually is the insurance carrier for you. Okay. Um, what's the staffing agency you work for? Um, I work for TRC staffing. TRC? Mm-hmm. And the last four of your Social? 2299. And what were your first and last name again? I'm sorry. Zenobia Irby. And for security purposes, can you verify the home address, including city, state and zip code? Um, yeah. I don't know if it updated in the system, but it's my new address. So it would be 2630, um, Tanglewilde Street, Apartment 365, Houston, Texas, um, 77063. If it's not that one, it would be, um... Oh, where's my address? Um... It looks like it has 2630 Tanglewilde Street on there. Oh, okay. Okay. Okay, good. And confirm your date of birth? November 2nd, 1993. And a good telephone number have is 243-7508. Yes. An email have is your first name iman@sobiemixgustagram.com . Sorry. It's long. I don't think it's wrong. So let's see here. Uh, so your medical plan for the... Let's see here. For the VIP Standard, which covers hospitals, doctors, medications, that would be through American Public Life. Okay. I don't... I never received a, um, medical card. Okay. Um, I can possibly email the ID cards to you. Do you mind if I place you on a brief hold? Yes, that's fine. Hello? Are you still there? Yes, I am. Awesome. Thank you so much for holding. Sorry it took me so long to get back to you. Um, it was just loading t- too long . But I went ahead and emailed you your ID cards to the email we had on file. Um, 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 them in your inbox, be sure to check your spam or check your junk folder to be on the safe side. Okay? Okay. Thank you, Justin. You're welcome. Is there anything else I could help you out with today? No, you've been very helpful. Hope you have a great day. Hope you do as well. Bye-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 in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi, Justin. Um, my name is Zenobia. I just have one quick question.

Speaker speaker_1: Yes.

Speaker speaker_2: Um, so, um, with the employer I have, I do have Benefits in a Card. Is this our actual insurance?

Speaker speaker_1: I'm sorry. Will you r- repeat the question one more time?

Speaker speaker_2: Yes. If the Benefit in a Card, is this our... Is this our actual... Is this what we use for our actual insurance when we need to see a doctor?

Speaker speaker_1: Um, we're the plan administrators for your employer. Um, let me try pulling your file to see what actually is the insurance carrier for you.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, what's the staffing agency you work for?

Speaker speaker_2: Um, I work for TRC staffing.

Speaker speaker_1: TRC?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 2299.

Speaker speaker_1: And what were your first and last name again? I'm sorry.

Speaker speaker_2: Zenobia Irby.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and zip code?

Speaker speaker_2: Um, yeah. I don't know if it updated in the system, but it's my new address. So it would be 2630, um, Tanglewilde Street, Apartment 365, Houston, Texas, um, 77063. If it's not that one, it would be, um... Oh, where's my address? Um...

Speaker speaker_1: It looks like it has 2630 Tanglewilde Street on there.

Speaker speaker_2: Oh, okay. Okay. Okay, good.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: November 2nd, 1993.

Speaker speaker_1: And a good telephone number have is 243-7508.

Speaker speaker_2: Yes.

Speaker speaker_1: An email have is your first name iman@sobiemixgustagram.com . Sorry.

Speaker speaker_2: It's long. I don't think it's wrong.

Speaker speaker_1: So let's see here. Uh, so your medical plan for the... Let's see here. For the VIP Standard, which covers hospitals, doctors, medications, that would be through American Public Life.

Speaker speaker_2: Okay. I don't... I never received a, um, medical card.

Speaker speaker_1: Okay. Um, I can possibly email the ID cards to you. Do you mind if I place you on a brief hold?

Speaker speaker_2: Yes, that's fine.

Speaker speaker_1: Hello? Are you still there?

Speaker speaker_3: Yes, I am.

Speaker speaker_1: Awesome. Thank you so much for holding. Sorry it took me so long to get back to you. Um, it was just loading t- too long . But I went ahead and emailed you your ID cards to the email we had on file. Um, 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 them in your inbox, be sure to check your spam or check your junk folder to be on the safe side. Okay?

Speaker speaker_3: Okay. Thank you, Justin.

Speaker speaker_1: You're welcome. Is there anything else I could help you out with today?

Speaker speaker_3: No, you've been very helpful. Hope you have a great day.

Speaker speaker_1: Hope you do as well. Bye-bye.

Speaker speaker_3: Bye.