

## **Transcript: Justin**

**Mills-6209258439098368-6558307478454272**

### **Full Transcript**

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey, I'm doing well. My name is Middleton Williams. Could you hear me? Yeah, I can hear you. Okay. Can you send me, um, my cards, my medical cards? Like I asked for one, I'm supposed to have one for medical, one for dental, and one for vision. Um, they said they'd send them to me earlier, but I never received them. So, I tried to send me them through my email and I printed them off, they were too big to fit in my wallet. Could you, could y'all send them through mail again? Um, let me check on that for you. What's that staffing agency you work for? MAU. And the last four of your social? 1014. Here, hold on. And for security purposes, can you verify your home address, including city, state and zip code, Middle- Middleton? Okay. Uh, 67 Birdsong Lane, Taylors, South Carolina, 29687. Mm-hmm. And your date of birth? August 19th, 1990. And a good telephone number I have is 359-9973. Yes, sir. And the email I have williamsmiddleton175@gmail? Yes, sir. Okay. So, you were needing your, uh, a new physical ID card mailed out to you. Is that correct? Yeah. See, I'm only supposed to have three. I only have one, so I need... Uh, I'll need those, sir, unless you want to resend them through mail. I tried sending them through the email, but when I printed them off, they were too big to fit in my wallet. Okay, so let's see here. 'Cause what I can go ahead and do, um, but since you already have them through email, I can email the insurance carrier, put in a request for new physical ID cards to be m- mailed out to you. And then, um, was going to email the ID cards just so you have them, but you stated you already have them. Is that correct, through email? Yes, sir. Okay. Yep. Um, so let m- so let me place you on a brief hold. Um, let me email the insurance carrier real quick and put in that request for you, okay? All right. Okay. Hello, Middleton. Hello. Sorry for holding. Um, so I went ahead and emailed the insurance carrier. I put in a request for new physical ID cards to be mailed out to you. So, you should receive those within seven to ten business days. Okay? Sorry, could you repeat that last part? The phone kind of broke up a little bit. Yeah. I stated I went ahead and emailed the insurance carrier. I put in a request for new physical ID cards to be mailed out to you. So, you should receive those within seven to ten business days. Okay. Sounds good. Thank you. You're welcome. Is there anything else I could assist you with today? No, sir, there we are. Thank you. You're welcome. You have a great day, okay? You too.

### **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, I'm doing well. My name is Middleton Williams. Could you hear me?

Speaker speaker\_0: Yeah, I can hear you.

Speaker speaker\_1: Okay. Can you send me, um, my cards, my medical cards? Like I asked for one, I'm supposed to have one for medical, one for dental, and one for vision. Um, they said they'd send them to me earlier, but I never received them. So, I tried to send me them through my email and I printed them off, they were too big to fit in my wallet. Could you, could y'all send them through mail again?

Speaker speaker\_0: Um, let me check on that for you. What's that staffing agency you work for?

Speaker speaker\_1: MAU.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: 1014. Here, hold on.

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

Speaker speaker\_1: Okay. Uh, 67 Birdsong Lane, Taylors, South Carolina, 29687.

Speaker speaker\_0: Mm-hmm. And your date of birth?

Speaker speaker\_1: August 19th, 1990.

Speaker speaker\_0: And a good telephone number I have is 359-9973.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And the email I have williamsmiddleton175@gmail?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay. So, you were needing your, uh, a new physical ID card mailed out to you. Is that correct?

Speaker speaker\_1: Yeah. See, I'm only supposed to have three. I only have one, so I need... Uh, I'll need those, sir, unless you want to resend them through mail. I tried sending them through the email, but when I printed them off, they were too big to fit in my wallet.

Speaker speaker\_0: Okay, so let's see here. 'Cause what I can go ahead and do, um, but since you already have them through email, I can email the insurance carrier, put in a request for new physical ID cards to be m- mailed out to you. And then, um, was going to email the ID cards just so you have them, but you stated you already have them. Is that correct, through email?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Yep.

Speaker speaker\_0: Um, so let m- so let me place you on a brief hold. Um, let me email the insurance carrier real quick and put in that request for you, okay?

Speaker speaker\_1: All right.

Speaker speaker\_0: Okay. Hello, Middleton.

Speaker speaker\_1: Hello.

Speaker speaker\_0: Sorry for holding. Um, so I went ahead and emailed the insurance carrier. I put in a request for new physical ID cards to be mailed out to you. So, you should receive those within seven to ten business days. Okay?

Speaker speaker\_1: Sorry, could you repeat that last part? The phone kind of broke up a little bit.

Speaker speaker\_0: Yeah. I stated I went ahead and emailed the insurance carrier. I put in a request for new physical ID cards to be mailed out to you. So, you should receive those within seven to ten business days.

Speaker speaker\_1: Okay. Sounds good. Thank you.

Speaker speaker\_0: You're welcome. Is there anything else I could assist you with today?

Speaker speaker\_1: No, sir, there we are. Thank you.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: You too.