

## **Transcript: Justin**

**Mills-6277985761804288-6697276105605120**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hiya, Jeff. I wanna change the address. Okay, so you wanna update your address? Yes, changing the address. Okay, what's the staffing agency you work for? The Resources. So, The Resource? Yes. And the last four of your Social? I think 8436. I think 8436. Right, this one? 8436. Yeah, is that Makhoulf Barach? What was the first and last name again? Makhoulf Barach. Barach. Yeah, I don't have a member under the... that last four of the Social. Ah. Hold on, hold on, hold on. Hold on, hold on. 8426. 26, sorry. 8426. Okay. Yeah. And your first and last name again? Makhoulf Barach. Barach. Okay. And for security purposes, can you verify the address you put down for The Resource Company, including city, state and zip code? Uh, yes. 34, 24... uh, 4... 3414, uh, Farm... uh, Morris Farm Drive, Jamestown, NC 27282. Okay. And what's the new address, so I can go ahead and update it? 2121 Woodstream. It's one word. Woodstream Lane, L-A-N-E. Apartment A as in Apple. Greensboro, North Carolina 27410. And just to confirm, 2121 Woodstream Lane, Apartment A. Greensboro, North Carolina 27410? Yes, sir. Okay. Let's see here. And confirm your date of birth. April 20, '80. And a good telephone number I have is 336-989-1602. Yes, sir. And the email I have on file is your last name, first name.815 at gmail? Yes, sir. Okay. So I went ahead and updated the, uh, the address for you to the new mailing address you provided. Um, but is there anything else I could assist you with today? Did you send all the, all the cards? I mean, the medical and everything? Because we- we- we received only the dental and vision. Yeah. So, what I can do, I'll go ahead and email the insurance carrier and let them know that you updated the mailing address, and for them to resend that medical ID card for you. Um, but bear with me one second. Do you mind if I place you on a brief hold while I do that? Yes. Okay. Hello, are you still there? Yes, sir. Awesome. Thank you so much for holding. So, two things. Um, first thing, I emailed the insurance carrier. I've put in a request for a new physical medical ID card to be made out to the new mailing address. So, you should receive that one in seven to ten days. Okay. Um, I also emailed you your medical ID card, just so you have it. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com. Okay? Okay. Okay. Is there anything else I can assist you with today? So, we can use the one email address? Yes, sir. You can use the ID one email address. We can use the one? Okay. Okay. All right, thank you. You're welcome. Is there anything else I could assist you with today? No, I'm good. I'm good. Thank you. You're welcome. You have a great day, okay? Good. Bye-bye. All right, bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Hiya, Jeff. I wanna change the address.

Speaker speaker\_0: Okay, so you wanna update your address?

Speaker speaker\_1: Yes, changing the address.

Speaker speaker\_0: Okay, what's the staffing agency you work for?

Speaker speaker\_1: The Resources.

Speaker speaker\_0: So, The Resource?

Speaker speaker\_1: Yes.

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

Speaker speaker\_1: I think 8436. I think 8436. Right, this one?

Speaker speaker\_0: 8436.

Speaker speaker\_1: Yeah, is that Makhlouf Barach?

Speaker speaker\_0: What was the first and last name again?

Speaker speaker\_1: Makhlouf Barach.

Speaker speaker\_0: Barach. Yeah, I don't have a member under the... that last four of the Social.

Speaker speaker\_1: Ah. Hold on, hold on, hold on. Hold on, hold on. 8426. 26, sorry.

Speaker speaker\_0: 8426. Okay.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And your first and last name again?

Speaker speaker\_1: Makhlouf Barach.

Speaker speaker\_0: Barach. Okay. And for security purposes, can you verify the address you put down for The Resource Company, including city, state and zip code?

Speaker speaker\_1: Uh, yes. 34, 24... uh, 4... 3414, uh, Farm... uh, Morris Farm Drive, Jamestown, NC 27282.

Speaker speaker\_0: Okay. And what's the new address, so I can go ahead and update it?

Speaker speaker\_1: 2121 Woodstream. It's one word. Woodstream Lane, L-A-N-E. Apartment A as in Apple. Greensboro, North Carolina 27410.

Speaker speaker\_0: And just to confirm, 2121 Woodstream Lane, Apartment A. Greensboro, North Carolina 27410?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay. Let's see here. And confirm your date of birth.

Speaker speaker\_1: April 20, '80.

Speaker speaker\_0: And a good telephone number I have is 336-989-1602.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And the email I have on file is your last name, first name.815 at gmail?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay. So I went ahead and updated the, uh, the address for you to the new mailing address you provided. Um, but is there anything else I could assist you with today?

Speaker speaker\_1: Did you send all the, all the cards? I mean, the medical and everything? Because we- we- we received only the dental and vision.

Speaker speaker\_0: Yeah. So, what I can do, I'll go ahead and email the insurance carrier and let them know that you updated the mailing address, and for them to resend that medical ID card for you. Um, but bear with me one second. Do you mind if I place you on a brief hold while I do that?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Hello, are you still there?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Awesome. Thank you so much for holding. So, two things. Um, first thing, I emailed the insurance carrier. I've put in a request for a new physical medical ID card to be made out to the new mailing address. So, you should receive that one in seven to ten days.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, I also emailed you your medical ID card, just so you have it. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com. Okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. Is there anything else I can assist you with today?

Speaker speaker\_1: So, we can use the one email address?

Speaker speaker\_0: Yes, sir. You can use the ID one email address.

Speaker speaker\_1: We can use the one? Okay. Okay. All right, thank you.

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

Speaker speaker\_1: No, I'm good. I'm good. Thank you.

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

Speaker speaker\_1: Good. Bye-bye.

Speaker speaker\_0: All right, bye-bye.