

## Transcript: Justin

**Mills-6300866092253184-6303050318004224**

### Full Transcript

This is Justin. How can I help you today? Hello. This is Eric B. I was calling to see about my card, my, uh, insurance card that I haven't received in the mail. Yeah. Let me check on that for you. What's the staffing agency you work for? Say that again. What's the staffing agency you work for? MAU. And last four of your social? 1307. And what was your first and last name? Eric B., E-R-I-C-S-T-E-E-N. And for security purposes, can you verify your home address, including city, state and zip code, Eric? 2231 Weston Way, Busted Georgia 30903. And your date of birth? July 9th, 1994. And a good telephone number has a 706-627-7071? Yep. And the email I have is bernard22222299@Yahoo? Yeah. Okay. Um, so checking the calendar, it looks like you became active in the coverage as of last Monday, the 17th. So, you should be receiving your physical ID cards early sometime this week. However, do you mind if I place you on a brief hold while I search up that information and I can email it to you? Okay. Okay. I'll be right back for you. Okay? Thank you. You're welcome. Hello, Eric. There? I'm here. Awesome. Thank you so much for holding. Just went ahead and emailed you all of your ID cards to the email we have on file. Email that you should look out for will be coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see in your inbox, be sure to check your spam or check your junk folder. Okay? You said info? Yes, sir. I-N-F-O, info. Okay. I just got it. Awesome. Well, is there anything else I can help you out with today? Um, I have a question. Yes. Is that with the eye, um, eye care, um, also? Yes, sir. Yes, sir. So, I sent you your dental ID card, your vision ID card, um, both medical ID cards that cover hospitals, doctors and medications and preventative healthcare services. Okay. So, I sent all of you your ID cards. Okay. All right. Thanks. Is there anything else we can help you out with today? That's it. Awesome. Well, thank you for calling Benefits and a Card and I hope you have a wonderful day, all right? You too. All right. Bye-bye. Bye.

### Conversation Format

Speaker speaker\_0: This is Justin. How can I help you today?

Speaker speaker\_1: Hello. This is Eric B. I was calling to see about my card, my, uh, insurance card that I haven't received in the mail.

Speaker speaker\_0: Yeah. Let me check on that for you. What's the staffing agency you work for?

Speaker speaker\_1: Say that again.

Speaker speaker\_0: What's the staffing agency you work for?

Speaker speaker\_1: MAU.

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

Speaker speaker\_1: 1307.

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

Speaker speaker\_1: Eric B., E-R-I-C-S-T-E-E-N.

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

Speaker speaker\_1: 2231 Weston Way, Busted Georgia 30903.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: July 9th, 1994.

Speaker speaker\_0: And a good telephone number has a 706-627-7071?

Speaker speaker\_1: Yep.

Speaker speaker\_0: And the email I have is bernard222222299@Yahoo?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. Um, so checking the calendar, it looks like you became active in the coverage as of last Monday, the 17th. So, you should be receiving your physical ID cards early sometime this week. However, do you mind if I place you on a brief hold while I search up that information and I can email it to you?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. I'll be right back for you. Okay?

Speaker speaker\_1: Thank you.

Speaker speaker\_0: You're welcome. Hello, Eric. There?

Speaker speaker\_1: I'm here.

Speaker speaker\_0: Awesome. Thank you so much for holding. Just went ahead and emailed you all of your ID cards to the email we have on file. Email that you should look out for will be coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see in your inbox, be sure to check your spam or check your junk folder. Okay?

Speaker speaker\_1: You said info?

Speaker speaker\_0: Yes, sir. I-N-F-O, info.

Speaker speaker\_1: Okay. I just got it.

Speaker speaker\_0: Awesome. Well, is there anything else I can help you out with today?

Speaker speaker\_1: Um, I have a question.

Speaker speaker\_0: Yes.

Speaker speaker\_1: Is that with the eye, um, eye care, um, also?

Speaker speaker\_0: Yes, sir. Yes, sir. So, I sent you your dental ID card, your vision ID card, um, both medical ID cards that cover hospitals, doctors and medications and preventative healthcare services.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So, I sent all of you your ID cards.

Speaker speaker\_1: Okay. All right. Thanks.

Speaker speaker\_0: Is there anything else we can help you out with today?

Speaker speaker\_1: That's it.

Speaker speaker\_0: Awesome. Well, thank you for calling Benefits and a Card and I hope you have a wonderful day, all right?

Speaker speaker\_1: You too.

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

Speaker speaker\_1: Bye.