

Transcript: Justin

Mills-6322457087524864-6710401258438656

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello? Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yeah. Hi, Justin. My name is Pauline Parker, and, um, I work with a Round the Clock, uh, agency, um, for a school. And I had, uh, did my insurance, and I just wanted to see if I can get my insurance card mailed to me, 'cause I don't see it. I do see my vision, but not the benefit money. Yeah. I could possibly email it to you just so you have it. So Around the Clock, what's the last four of your social? 8636. And for security purposes, can you verify the home address, including city, state and zip code, Ms. Parker? Yes. 5826 West 107th Courtway, Unit 3, Chicago Ridge, Illinois 60415. And confirm your date of birth. 2/5/1976. And your telephone number I have is 708-465-9426. Yes. And the email I have is parker257.pp@gmail? Yes. Okay. Um, well, here. Do you mind if I place you in a brief hold while I email you the information? Yeah, no. I don't mind. Awesome. I'll be right back for you, okay? Yes. Okay. Hello, Pauline. You still there? Yes, I am. Awesome. Thank you so much for holding. A few things. Uh, first thing, I went ahead and emailed you your ID code, since the email, it was on file. Um, email that you should be looking out for is coming from info, so I-N-F-O, @benefitsinacard.com. However, if you don't see it in your inbox, be sure to check the spam or check the junk folder. Um, secondly, I also emailed the insurance carrier as well, put in a request for a physical, medical, and dental ID card to be mailed out to you, so you should receive- Yes. ... that return business . So am I able to book an appointment, 'cause I want to book an appointment for my, um, tooth, or my teeth, and also- Uh- ... just do a physical. Am I able to get that with the email that you just sent me? Um, yes, ma'am. Um, so there are telephone numbers in the email as well for you to find medical and dental providers. Okay. All you have to do is just provide them- Okay. ... with your zip code. Okay. Okay. All right. Well, thank you so much. Um, well, is there anything else I can help you out with today? No, that's what I needed. Thank you so much. You're welcome. You have a great day, okay? Mm-hmm. You too. Bye-bye. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hello?

Speaker speaker_2: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Yeah. Hi, Justin. My name is Pauline Parker, and, um, I work with a Round the Clock, uh, agency, um, for a school. And I had, uh, did my insurance, and I just wanted to see if I can get my insurance card mailed to me, 'cause I don't see it. I do see my vision, but not the benefit money.

Speaker speaker_2: Yeah. I could possibly email it to you just so you have it. So Around the Clock, what's the last four of your social?

Speaker speaker_1: 8636.

Speaker speaker_2: And for security purposes, can you verify the home address, including city, state and zip code, Ms. Parker?

Speaker speaker_1: Yes. 5826 West 107th Courtway, Unit 3, Chicago Ridge, Illinois 60415.

Speaker speaker_2: And confirm your date of birth.

Speaker speaker_1: 2/5/1976.

Speaker speaker_2: And your telephone number I have is 708-465-9426.

Speaker speaker_1: Yes.

Speaker speaker_2: And the email I have is parker257.pp@gmail?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. Um, well, here. Do you mind if I place you in a brief hold while I email you the information?

Speaker speaker_1: Yeah, no. I don't mind.

Speaker speaker_2: Awesome. I'll be right back for you, okay?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. Hello, Pauline. You still there?

Speaker speaker_1: Yes, I am.

Speaker speaker_2: Awesome. Thank you so much for holding. A few things. Uh, first thing, I went ahead and emailed you your ID code, since the email, it was on file. Um, email that you should be looking out for is coming from info, so I-N-F-O, @benefitsinacard.com. However, if you don't see it in your inbox, be sure to check the spam or check the junk folder. Um, secondly, I also emailed the insurance carrier as well, put in a request for a physical, medical, and dental ID card to be mailed out to you, so you should receive-

Speaker speaker_1: Yes.

Speaker speaker_2: ... that return business .

Speaker speaker_1: So am I able to book an appointment, 'cause I want to book an appointment for my, um, tooth, or my teeth, and also-

Speaker speaker_2: Uh-

Speaker speaker_1: ... just do a physical. Am I able to get that with the email that you just sent me?

Speaker speaker_2: Um, yes, ma'am. Um, so there are telephone numbers in the email as well for you to find medical and dental providers.

Speaker speaker_1: Okay.

Speaker speaker_2: All you have to do is just provide them-

Speaker speaker_1: Okay.

Speaker speaker_2: ... with your zip code.

Speaker speaker_1: Okay.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Well, thank you so much.

Speaker speaker_2: Um, well, is there anything else I can help you out with today?

Speaker speaker_1: No, that's what I needed. Thank you so much.

Speaker speaker_2: You're welcome. You have a great day, okay?

Speaker speaker_1: Mm-hmm. You too. Bye-bye.

Speaker speaker_2: All right. Bye-bye.