

Transcript: Justin

Mills-6334414122172416-5925056171261952

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, Justin. Uh, I do... I work through Surge, and I was wondering if I could get documents sent to me saying I do have insurance provided through them. Okay, so you need, like, a statement of coverage? I just need a, like- A letter- I need a card, a car- a medical card. Oh, okay. I can possibly email it to you. So Surge Staffing, what's the last four of your social? Uh, 9182. And what was your first and last name again? Shawn, S-H-A-W-N. Adams, A-D-A-M-S. And for security purposes, can you verify your home address, including city, state and zip code, Shawn? Uh, as of right... Like, do I need it to be the one that Surge has, or do I need it to be the one that I'm currently living in? Um, so the one that you put down for Surge Staffing. But I don't have any access to the mail there anymore. Okay. Right. So just verify the address, and I can update to the new mailing address once you verify it. All right. It, it will be 250 South Harbor Street, Apartment three, Nelson, Ohio 45764. And what's the new address, so I can go ahead and up- update it for you? 364 Bur Oak Boulevard, Apartment 18, Nelsonville, Ohio 45764. And confirm your date of birth. Uh, 3-9-0-3. And a good telephone number have a 740-541-2517. Yes, sir. And the email I have is shawnkingadams@icloud- Yep. Dot com. Yep. Okay. Well, here. Do you mind if I place you in a brief hold while I email you the information? Not at all. Hello. Are you still there? Yeah, I'm still here. Awesome. Thank you so much for holding. So I went ahead and emailed you your ID card to the email we had on file. Email that you should look out for will be coming from info, that's I-N-F-O, @benefitsandcard.com, okay? All right. So it should, it should be coming now? Correct. Um, but for some reason, if you don't see it in your inbox, be sure to check the spam or check the junk folder. Sounds good. I'm looking right now. I got it. Awesome. Well, is there anything else I can assist you with today, Shawn? No, sir. Awesome. Well, you have a wonderful weekend, okay? Thank you. You too. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hi, Justin. Uh, I do... I work through Surge, and I was wondering if I could get documents sent to me saying I do have insurance provided through them.

Speaker speaker_0: Okay, so you need, like, a statement of coverage?

Speaker speaker_1: I just need a, like-

Speaker speaker_0: A letter-

Speaker speaker_1: I need a card, a car- a medical card.

Speaker speaker_0: Oh, okay. I can possibly email it to you. So Surge Staffing, what's the last four of your social?

Speaker speaker_1: Uh, 9182.

Speaker speaker_0: And what was your first and last name again?

Speaker speaker_1: Shawn, S-H-A-W-N. Adams, A-D-A-M-S.

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and zip code, Shawn?

Speaker speaker_1: Uh, as of right... Like, do I need it to be the one that Surge has, or do I need it to be the one that I'm currently living in?

Speaker speaker_0: Um, so the one that you put down for Surge Staffing.

Speaker speaker_1: But I don't have any access to the mail there anymore.

Speaker speaker_0: Okay.

Speaker speaker_1: Right.

Speaker speaker_0: So just verify the address, and I can update to the new mailing address once you verify it.

Speaker speaker_1: All right. It, it will be 250 South Harbor Street, Apartment three, Nelson, Ohio 45764.

Speaker speaker_0: And what's the new address, so I can go ahead and up- update it for you?

Speaker speaker_1: 364 Bur Oak Boulevard, Apartment 18, Nelsonville, Ohio 45764.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: Uh, 3-9-0-3.

Speaker speaker_0: And a good telephone number have a 740-541-2517.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is shawnkingadams@icloud-

Speaker speaker_1: Yep. Dot com. Yep.

Speaker speaker_0: Okay. Well, here. Do you mind if I place you in a brief hold while I email you the information?

Speaker speaker_1: Not at all.

Speaker speaker_0: Hello. Are you still there?

Speaker speaker_1: Yeah, I'm still here.

Speaker speaker_0: Awesome. Thank you so much for holding. So I went ahead and emailed you your ID card to the email we had on file. Email that you should look out for will be coming from info, that's I-N-F-O, @benefitsandcard.com, okay?

Speaker speaker_1: All right. So it should, it should be coming now?

Speaker speaker_0: Correct. Um, but for some reason, if you don't see it in your inbox, be sure to check the spam or check the junk folder.

Speaker speaker_1: Sounds good. I'm looking right now. I got it.

Speaker speaker_0: Awesome. Well, is there anything else I can assist you with today, Shawn?

Speaker speaker_1: No, sir.

Speaker speaker_0: Awesome. Well, you have a wonderful weekend, okay?

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye.