

Transcript: Justin

Mills-6356317167730688-5561841969053696

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yes, I got a couple questions. Um, how long does it usually take to get your cards? Uh- For the medical- Yeah, when you become- Not medical. I mean, dental, optical, and adaptive license, insurance. Yeah, when you become active in the coverage, physical ID cards will be received within seven to 10 business days. However, I can pull your file to confirm information for you. What's the staffing agency you work for? Uh, Partners. Partners for Life. And your last four numbers are? Hang on. Excuse. 0149. And your first and last name? Linda Bassage. And for security purposes, can you verify your home address, including city, state and zip code, Linda? 228 Little Hope Road, Blacksburg, South Carolina 29702. And your date of birth? 05-10-60. And a good telephone number I have is 316-4235? Yes. And the email I have is lbender745@gmail? Yep. Okay. So, checking the calendar, it looks like you became active in the coverage as of last Monday, the 10th, so you should be receiving physical ID cards within the next few days. 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? Yeah. Would you? 'Cause I can get 'em printed out at home in case I need them, you know, beforehand. Correct. So I'll be right back for you. Okay, Linda? O- okay, go ahead. Thank you. You're welcome. Hello, Linda. You still there? Yes, I am. Awesome. Thank you so much for holding. So I went ahead and emailed you your ID cards through 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? Okay. Let me make s- see if it came through yet. So far nothing, but if it don't come up... no. If it ain't here by tomorrow, I'll give you another call. You never know. Okay. Well- It should be fast because it's internet. Yes, ma'am. Yeah, so, uh, I feel like once we get off the call, it should arrive in your inbox. Okay. You have a great day, and I appreciate this. You do the same, okay, Linda? Okay. Thank you. Mm-hmm. Bye-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: Yes, I got a couple questions. Um, how long does it usually take to get your cards?

Speaker speaker_0: Uh-

Speaker speaker_1: For the medical-

Speaker speaker_0: Yeah, when you become-

Speaker speaker_1: Not medical. I mean, dental, optical, and adaptive license, insurance.

Speaker speaker_0: Yeah, when you become active in the coverage, physical ID cards will be received within seven to 10 business days. However, I can pull your file to confirm information for you. What's the staffing agency you work for?

Speaker speaker_1: Uh, Partners. Partners for Life.

Speaker speaker_0: And your last four numbers are?

Speaker speaker_1: Hang on. Excuse. 0149.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Linda Bassage.

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

Speaker speaker_1: 228 Little Hope Road, Blacksburg, South Carolina 29702.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 05-10-60.

Speaker speaker_0: And a good telephone number I have is 316-4235?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is lbender745@gmail?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. So, checking the calendar, it looks like you became active in the coverage as of last Monday, the 10th, so you should be receiving physical ID cards within the next few days. 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: Yeah. Would you? 'Cause I can get 'em printed out at home in case I need them, you know, beforehand.

Speaker speaker_0: Correct. So I'll be right back for you. Okay, Linda?

Speaker speaker_1: O- okay, go ahead. Thank you.

Speaker speaker_0: You're welcome. Hello, Linda. You still there?

Speaker speaker_1: Yes, I am.

Speaker speaker_0: Awesome. Thank you so much for holding. So I went ahead and emailed you your ID cards through 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: Okay. Let me make s- see if it came through yet. So far nothing, but if it don't come up... no. If it ain't here by tomorrow, I'll give you another call. You never know.

Speaker speaker_0: Okay. Well-

Speaker speaker_1: It should be fast because it's internet.

Speaker speaker_0: Yes, ma'am. Yeah, so, uh, I feel like once we get off the call, it should arrive in your inbox.

Speaker speaker_1: Okay. You have a great day, and I appreciate this.

Speaker speaker_0: You do the same, okay, Linda?

Speaker speaker_1: Okay. Thank you. Mm-hmm. Bye-bye.

Speaker speaker_0: Bye-bye.