

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey, Justin. This is Kiki from, um, APL. How are you? I'm doing well, and yourself? I'm here. Um, I'm good. But, um- Okay. ... I have an insured on the phone... Thanks. I have an insured on the phone and he was inquiring about vision insurance. Okay. Um, do you have his employer and his last four of his Social? Uh, give me half a moment. His employer is Nor Staffing Group. Okay. I've never heard of that one. It must be new. And his last four is 6564. It's for Julian? De Armas. Yes, sir. Okay. So let's see here. And you can transfer him over. All right. Well, thank you so much. Have a great one. You as well. All right. Good afternoon. Am I speaking with Julian? Yes. How are you doing today? I'm doing well, and yourself? Okay, I'm good. Uh, I was just calling, uh, 'cause I hadn't received a hard copy of my cards yet, and I inquired about, uh, if there was any vision, like, care involved, and they bounced me over to you. Yeah. Um, so we are the benefit administrators for Nor Staffing Group, um, so we... I can possibly email ID cards and put in requests for those as well. Um, but for security purposes, Julian, could you verify your, uh, home address- Yeah. ... including city, state, and ZIP Code? That'll be 240 East 82nd Street, New York, New York 10028, Apartment 9K. And confirm your date of birth. January 25th, 1965. And a good telephone number to have is 917-887-2077. That's it. Okay. And the email have is julian.drms@gmail.com? Correct. Okay. So let's see here. So APL, um, they're in charge or they cover... They're in charge of your dental and your VIP Classic, which is your medical plan. However, you do have vision as well. Mm-hmm. Um, that, that would be through MetLife. Um, so I can email that information over to you just so you have it, and then put in a request for new physical ID cards to be mailed out to you. Okay? Oh, fantastic. That would be great. Do you mind if I place you on a brief hold while I take care of all that for you? You take your time. Thank you. Thank you. Okay. Hello, Julian. You still there? Yes, sir. Awesome. Thank you so much for holding. So two things. Um, first thing, I emailed the insurance carrier and put in a request for new physical ID cards to be made out to you, so you should receive those within seven to 10 business days. Um, secondly, I emailed you your ID cards just so you have them as well. Um, email that you should be looking out for would be from info, that's I-N-F-O, @benefitsandcard.com. However, if you don't see them in your inbox, be sure to check your s- check your junk folder. Okay? I'm looking at it. It just popped up. Awesome. Well, is there anything else I can- There they are. ... do okay? Uh, no. That's... This is all great. Uh, thank you so much for your help. I appreciate it. You're welcome, Julian. You have a great day, okay? Okay. You too now. Thanks. 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: Hey, Justin. This is Kiki from, um, APL. How are you?

Speaker speaker_0: I'm doing well, and yourself?

Speaker speaker_1: I'm here. Um, I'm good. But, um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... I have an insured on the phone... Thanks. I have an insured on the phone and he was inquiring about vision insurance.

Speaker speaker_0: Okay. Um, do you have his employer and his last four of his Social?

Speaker speaker_1: Uh, give me half a moment. His employer is Nor Staffing Group.

Speaker speaker_0: Okay.

Speaker speaker_1: I've never heard of that one. It must be new. And his last four is 6564.

Speaker speaker_0: It's for Julian?

Speaker speaker_1: De Armas. Yes, sir.

Speaker speaker_0: Okay. So let's see here. And you can transfer him over.

Speaker speaker_1: All right. Well, thank you so much. Have a great one.

Speaker speaker_0: You as well.

Speaker speaker_1: All right.

Speaker speaker_0: Good afternoon. Am I speaking with Julian?

Speaker speaker_2: Yes. How are you doing today?

Speaker speaker_0: I'm doing well, and yourself?

Speaker speaker_2: Okay, I'm good. Uh, I was just calling, uh, 'cause I hadn't received a hard copy of my cards yet, and I inquired about, uh, if there was any vision, like, care involved, and they bounced me over to you.

Speaker speaker_0: Yeah. Um, so we are the benefit administrators for Nor Staffing Group, um, so we... I can possibly email ID cards and put in requests for those as well. Um, but for security purposes, Julian, could you verify your, uh, home address-

Speaker speaker_2: Yeah.

Speaker speaker_0: ... including city, state, and ZIP Code?

Speaker speaker_2: That'll be 240 East 82nd Street, New York, New York 10028, Apartment 9K.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_2: January 25th, 1965.

Speaker speaker_0: And a good telephone number to have is 917-887-2077.

Speaker speaker_2: That's it.

Speaker speaker_0: Okay. And the email have is julian.drms@gmail.com?

Speaker speaker_2: Correct.

Speaker speaker_0: Okay. So let's see here. So APL, um, they're in charge or they cover... They're in charge of your dental and your VIP Classic, which is your medical plan. However, you do have vision as well.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: Um, that, that would be through MetLife. Um, so I can email that information over to you just so you have it, and then put in a request for new physical ID cards to be mailed out to you. Okay?

Speaker speaker_2: Oh, fantastic. That would be great.

Speaker speaker_0: Do you mind if I place you on a brief hold while I take care of all that for you?

Speaker speaker_2: You take your time. Thank you.

Speaker speaker_0: Thank you.

Speaker speaker_2: Okay.

Speaker speaker_0: Hello, Julian. You still there?

Speaker speaker_3: Yes, sir.

Speaker speaker_0: Awesome. Thank you so much for holding. So two things. Um, first thing, I emailed the insurance carrier and put in a request for new physical ID cards to be made out to you, so you should receive those within seven to 10 business days. Um, secondly, I emailed you your ID cards just so you have them as well. Um, email that you should be looking out for would be from info, that's I-N-F-O, @benefitsandcard.com. However, if you don't see them in your inbox, be sure to check your s- check your junk folder. Okay?

Speaker speaker_3: I'm looking at it. It just popped up.

Speaker speaker_0: Awesome. Well, is there anything else I can-

Speaker speaker_3: There they are.

Speaker speaker_0: ... do okay?

Speaker speaker_3: Uh, no. That's... This is all great. Uh, thank you so much for your help. I appreciate it.

Speaker speaker_0: You're welcome, Julian. You have a great day, okay?

Speaker speaker_3: Okay. You too now. Thanks. Bye-bye.

Speaker speaker_0: Bye-bye.