

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Uh, yes, I'm expecting some insurance cards. They held out my check from my insurance, but I haven't got it from my health insurance. Yeah, let me check on that for you. What's the staffing agency you work for? Uh, WorkSource, in Fort Smith. And... And the last four of your Social? Yeah. 4915. And for security purposes, could you verify your home address including city, state and zip code? Yes. It's 304 Southwest Fifth Street, Boulder, Oklahoma, 74958... I think that's the wrong zip code, might be 48. And confirm your date of birth. 8/27/'69. And a good telephone number you have is 479-384-2762? Yes, sir. And the email address I have is henryjordan55 at gmail? Yes, sir. Okay. So looking at the calendar, it looks like you became active in the coverage as of this past Monday, the 20th. So you should be receiving physical ID cards early next week. Okay. However, do you mind if I place you on a brief hold while I search up that information and I'll email it to you? Uh, go ahead. Thank you. Okay. You're welcome. Hello, Henry. Are you still there? Yes, sir. Awesome. Thank you so much for holding. So I went ahead and emailed you your ID cards to the email we had on file. Okay. Email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsinacard.com. Okay. However, if you don't see them- Okay. ... in your inbox, be sure to check your spam or check your junk folder. Okay? Okay. I sure will. Awesome. Well, is there anything else I could help you out with today? Uh, no, sir. That'll be it. Thank you very much. You're welcome. You have a great weekend, okay? Y- you too. Mm-bye. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Uh, yes, I'm expecting some insurance cards. They held out my check from my insurance, but I haven't got it from my health insurance.

Speaker speaker_1: Yeah, let me check on that for you. What's the staffing agency you work for?

Speaker speaker_2: Uh, WorkSource, in Fort Smith.

Speaker speaker_1: And... And the last four of your Social?

Speaker speaker_2: Yeah. 4915.

Speaker speaker_1: And for security purposes, could you verify your home address including city, state and zip code?

Speaker speaker_2: Yes. It's 304 Southwest Fifth Street, Boulder, Oklahoma, 74958... I think that's the wrong zip code, might be 48.

Speaker speaker_1: And confirm your date of birth.

Speaker speaker_2: 8/27/'69.

Speaker speaker_1: And a good telephone number you have is 479-384-2762?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And the email address I have is henryjordan55 at gmail?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. So looking at the calendar, it looks like you became active in the coverage as of this past Monday, the 20th. So you should be receiving physical ID cards early next week.

Speaker speaker_2: Okay.

Speaker speaker_1: However, do you mind if I place you on a brief hold while I search up that information and I'll email it to you?

Speaker speaker_2: Uh, go ahead. Thank you.

Speaker speaker_1: Okay. You're welcome. Hello, Henry. Are you still there?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Awesome. Thank you so much for holding. So I went ahead and emailed you your ID cards to the email we had on file.

Speaker speaker_2: Okay.

Speaker speaker_1: Email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsinacard.com.

Speaker speaker_2: Okay.

Speaker speaker_1: However, if you don't see them-

Speaker speaker_2: Okay.

Speaker speaker_1: ... in your inbox, be sure to check your spam or check your junk folder. Okay?

Speaker speaker_2: Okay. I sure will.

Speaker speaker_1: Awesome. Well, is there anything else I could help you out with today?

Speaker speaker_2: Uh, no, sir. That'll be it. Thank you very much.

Speaker speaker_1: You're welcome. You have a great weekend, okay?

Speaker speaker_2: Y- you too. Mm-bye.

Speaker speaker_1: All right. Bye-bye.