

## **Transcript: Justin**

**Mills-6422543875915776-5824349420863488**

### **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? Hi, Justin. Um, I'm trying to figure out my, like, my health insurance card number or how to get a replacement card. I can't find that card at all. No worries. I could possibly email it to you. Um, what's that staffing agency you work for? BGSS. And the last four of your Social? 5236. And what was your first and last name? Michael Tippins. Okay. And for security purposes, can you verify the home address, including city, state and zip code, Michael? Yep. That's 113 Park Harlan Drive, Lexington, South Carolina 29073. And confirm your date of birth? January 24th, '95. And a good telephone number I have is 864-215-0623. That's correct. And the email I have is michael.tippins27@gmail? Correct. Okay. Well, here, do you mind if I place you on a brief hold while I email that information to you? That'd be awesome. I appreciate it. You're welcome. All right. Hello, Michael. You still there? I am. Awesome. Thank you so much for holding. So two things. Uh, first thing, I went ahead and emailed you all of your ID cards to the email that was on file. Email that you should be looking out for is coming from info, that's 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. Secondly, I emailed the insurance carriers as well, uh, put in a request for new physical ID cards to be mailed out to you, so you should receive those within seven to 10 business days. Okay? Awesome. Thank you so much. And you said your name was Justin? Correct. Yes, sir. All right. Thank you so much, Justin. I just got that email too, so it's cool. Awesome. Well, you- well, you have a wonderful day, okay, Michael? Thank you. You as well. All right. Bye bye. Okay. 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: Hi, Justin. Um, I'm trying to figure out my, like, my health insurance card number or how to get a replacement card. I can't find that card at all.

Speaker speaker\_1: No worries. I could possibly email it to you. Um, what's that staffing agency you work for?

Speaker speaker\_2: BGSS.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 5236.

Speaker speaker\_1: And what was your first and last name?

Speaker speaker\_2: Michael Tippins.

Speaker speaker\_1: Okay. And for security purposes, can you verify the home address, including city, state and zip code, Michael?

Speaker speaker\_2: Yep. That's 113 Park Harlan Drive, Lexington, South Carolina 29073.

Speaker speaker\_1: And confirm your date of birth?

Speaker speaker\_2: January 24th, '95.

Speaker speaker\_1: And a good telephone number I have is 864-215-0623.

Speaker speaker\_2: That's correct.

Speaker speaker\_1: And the email I have is michael.tippins27@gmail?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay. Well, here, do you mind if I place you on a brief hold while I email that information to you?

Speaker speaker\_2: That'd be awesome. I appreciate it.

Speaker speaker\_1: You're welcome. All right. Hello, Michael. You still there?

Speaker speaker\_2: I am.

Speaker speaker\_1: Awesome. Thank you so much for holding. So two things. Uh, first thing, I went ahead and emailed you all of your ID cards to the email that was on file. Email that you should be looking out for is coming from info, that's 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. Secondly, I emailed the insurance carriers as well, uh, put in a request for new physical ID cards to be mailed out to you, so you should receive those within seven to 10 business days. Okay?

Speaker speaker\_2: Awesome. Thank you so much. And you said your name was Justin?

Speaker speaker\_1: Correct. Yes, sir.

Speaker speaker\_2: All right. Thank you so much, Justin. I just got that email too, so it's cool.

Speaker speaker\_1: Awesome. Well, you- well, you have a wonderful day, okay, Michael?

Speaker speaker\_2: Thank you. You as well. All right. Bye bye.

Speaker speaker\_1: Okay. Bye bye.