

Transcript: Justin

Mills-6422719805833216-6321908199243776

Full Transcript

Calling Benefits and Occurred. How can I help you today? Yeah, I'm trying to find out when I'm going to get my, um, my insurance card so I can set things up with a doctor. Yeah, let me check on that for you. What's the staffing agency you work for? Um, MAU. And the last four of your social? 6257. And what was your first and last name? Wayne Tupper. And for security purposes, could you verify your home address, including city, state and zip code, Mr. Tupper? It's 4842 Walloon Lane, Apartment 205, Spartanburg, South Carolina 29301. And confirm your date of birth. 8/14/1967. And a good telephone number have a 619-368-1835. Yes. And the email I have waynetupper@hotmail.com? Yes. Okay, so checking the calendar, it looks like you became active in the new coverage as of last Monday, the third, so you should be receiving the new physical ID cards within the next few days. 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? Sure. Thanks. Awesome ... great. You're welcome. We are back for you, okay? All right, thank you. Hello, Wayne, you still there? Yes. Awesome. Thank you so much for holding. So I went ahead and emailed you all of your ID cards to the email we had on file. Email that you should be- Okay. ... coming from info, that's I-N-F-O, @benefitsoccurred.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder, okay? I will. I... Awesome. All right. That it, or no? Yes, sir. Is there anything else I could help you out with today? No. No, sorry. No, that's it. Appreciate your help. You're welcome. You have a great day, okay? Uh, uh, you too. Yeah, bye. All right, bye-bye.

Conversation Format

Speaker speaker_0: Calling Benefits and Occurred. How can I help you today?

Speaker speaker_1: Yeah, I'm trying to find out when I'm going to get my, um, my insurance card so I can set things up with a doctor.

Speaker speaker_0: Yeah, let me check on that for you. What's the staffing agency you work for?

Speaker speaker_1: Um, MAU.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 6257.

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

Speaker speaker_1: Wayne Tupper.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, Mr. Tupper?

Speaker speaker_1: It's 4842 Walloon Lane, Apartment 205, Spartanburg, South Carolina 29301.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 8/14/1967.

Speaker speaker_0: And a good telephone number have a 619-368-1835.

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have waynetupper@hotmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so checking the calendar, it looks like you became active in the new coverage as of last Monday, the third, so you should be receiving the new physical ID cards within the next few days.

Speaker speaker_1: Okay.

Speaker speaker_0: 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_1: Sure. Thanks.

Speaker speaker_0: Awesome ... great. You're welcome. We are back for you, okay?

Speaker speaker_1: All right, thank you.

Speaker speaker_0: Hello, Wayne, you still there?

Speaker speaker_1: Yes.

Speaker speaker_0: Awesome. Thank you so much for holding. So I went ahead and emailed you all of your ID cards to the email we had on file. Email that you should be-

Speaker speaker_1: Okay.

Speaker speaker_0: ... coming from info, that's I-N-F-O, @benefitsoccurred.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder, okay?

Speaker speaker_1: I will. I...

Speaker speaker_0: Awesome.

Speaker speaker_1: All right. That it, or no?

Speaker speaker_0: Yes, sir. Is there anything else I could help you out with today?

Speaker speaker_1: No. No, sorry. No, that's it. Appreciate your help.

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

Speaker speaker_1: Uh, uh, you too. Yeah, bye.

Speaker speaker_0: All right, bye-bye.