

Transcript: Justin

Mills-6429797883494400-6122166555951104

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi. Um, I was trying to see about getting my insurance card. All right. What's the staffing agency you work for? Um, BGSS. So, BG and last four of your social? 2470. And your first and last name? Francesca Moy. And for security purposes, can you verify your home address, including city state and zip code? 1705 Dartmoor Drive, um, Apartment Three, Wilson, North Carolina 27893. And your date of birth? 11/29/95. And a good telephone number I have is 252-218-5790? Yes. And the email I have is francesca.moy@. Uh-huh. Okay. Well, here, do you mind if I place you on a brief hold while I email that information to you? Yes, that's fine. Okay. Um... You say you gon' talk Hello? Are you still there? Yes. Awesome. Thank you 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 looking out for will be coming from info, that's I-N-F-O, @benefitsandcard.com, okay? Okay. Um, and do you know... Um, does it tell up there, like, what is the, um, like name of the insurance? Yes. Um, that information is on the ID cards. Uh, I do know your dental is through American Public Life and then your vision's through MetLife. American Public Life. Yeah. Okay. And d- it shows up there everything that it covers, correct? Correct. Okay. All right. Thank you. You're welcome. You have a great day, okay? You too. All right. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hi. Um, I was trying to see about getting my insurance card.

Speaker speaker_0: All right. What's the staffing agency you work for?

Speaker speaker_1: Um, BGSS.

Speaker speaker_0: So, BG and last four of your social?

Speaker speaker_1: 2470.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Francesca Moy.

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

Speaker speaker_1: 1705 Dartmoor Drive, um, Apartment Three, Wilson, North Carolina 27893.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 11/29/95.

Speaker speaker_0: And a good telephone number I have is 252-218-5790?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is francesca.moy@.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Okay. Well, here, do you mind if I place you on a brief hold while I email that information to you?

Speaker speaker_1: Yes, that's fine.

Speaker speaker_0: Okay.

Speaker speaker_1: Um...

Speaker speaker_2: You say you gon' talk

Speaker speaker_0: Hello? Are you still there?

Speaker speaker_1: Yes.

Speaker speaker_0: Awesome. Thank you 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 looking out for will be coming from info, that's I-N-F-O, @benefitsandcard.com, okay?

Speaker speaker_1: Okay. Um, and do you know... Um, does it tell up there, like, what is the, um, like name of the insurance?

Speaker speaker_0: Yes. Um, that information is on the ID cards. Uh, I do know your dental is through American Public Life and then your vision's through MetLife.

Speaker speaker_1: American Public Life.

Speaker speaker_0: Yeah.

Speaker speaker_1: Okay. And d- it shows up there everything that it covers, correct?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. All right. Thank you.

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

Speaker speaker_1: You too.

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_1: Bye-bye.