

Transcript: Justin

Mills-6461439238127616-6113828794712064

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yeah, this is Arlexus Evans calling. Um, I was wondering when the card's gon' come in the mail, because they took out my check, my last check. And I was wondering because I got, you know, an apor- apor- appointment coming up. Yeah, let me, um, check on that for you. What's that staffing agency you work for? Oh, MAU at, uh, 10 o'clock. And the last four of your Social? 8032. And what was your first and last name again? Arlexus Evans. A-R-L-E-X-U-S and Evans, E-V-A-N-S. All right. And for security purposes, could you verify your home address, including city, state and zip code, Arlexus? 2529 Waterfront Drive, Augusta, Georgia 30909. And confirm your date of birth? Uh, 12-18-2000. And a good telephone number have a 769-233-5066? Yes. And the email I have is arlexusevans6@gmail.com? Mm-hmm. Yes. Okay, um, so looking at the calendar, it looks like you became active in the coverage as of yesterday, the 5th. So, you should be receiving your physical ID cards early next week. However, if you did call back Thursday or Friday of this week, we can email the ID cards to you then, because it does take the insurance carrier at least 72 hours to generate policy numbers. Okay. Okay. Back- Yeah, I just... Yeah, I just wanted to make sure, 'cause you know, slow time of year goes a point it be, probably be here on time. I totally understand. But as of right now, you are currently active in the coverage, yes. Okay. That's good. All right. Is there anything else I can assist you with today, Arlexus? That's it. Thanks. You're welcome. You have a great day, okay? Yeah, you too. All right, 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: Yeah, this is Arlexus Evans calling. Um, I was wondering when the card's gon' come in the mail, because they took out my check, my last check. And I was wondering because I got, you know, an apor- apor- appointment coming up.

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

Speaker speaker_1: Oh, MAU at, uh, 10 o'clock.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 8032.

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

Speaker speaker_1: Arlexus Evans. A-R-L-E-X-U-S and Evans, E-V-A-N-S. All right.

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

Speaker speaker_1: 2529 Waterfront Drive, Augusta, Georgia 30909.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: Uh, 12-18-2000.

Speaker speaker_0: And a good telephone number have a 769-233-5066?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is arlexusevans6@gmail.com?

Speaker speaker_1: Mm-hmm. Yes.

Speaker speaker_0: Okay, um, so looking at the calendar, it looks like you became active in the coverage as of yesterday, the 5th. So, you should be receiving your physical ID cards early next week. However, if you did call back Thursday or Friday of this week, we can email the ID cards to you then, because it does take the insurance carrier at least 72 hours to generate policy numbers.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Back-

Speaker speaker_1: Yeah, I just... Yeah, I just wanted to make sure, 'cause you know, slow time of year goes a point it be, probably be here on time.

Speaker speaker_0: I totally understand. But as of right now, you are currently active in the coverage, yes.

Speaker speaker_1: Okay. That's good.

Speaker speaker_0: All right. Is there anything else I can assist you with today, Arlexus?

Speaker speaker_1: That's it. Thanks.

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

Speaker speaker_1: Yeah, you too.

Speaker speaker_0: All right, bye-bye.

Speaker speaker_1: Bye.