

Transcript: Justin

Mills-6481518502920192-6689914511212544

Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Uh, hello, Justin. C- uh, can you hear me? Yeah, I can hear you. All right. Look, my, my mouth is a little swollen. I'm trying to, I'm trying to go to, uh, I'm trying to go to the hospital now. Uh, I wanted to know how do I use my, um, insurance benefits from, from the job? Um, yeah, let me check on that. I can possibly email information to you. What's the staffing agency you work for? Uh, Searge. And the last four of your Social? Uh, 10/11. Like I said, pardon me if you're having a hard time understanding me. Okay, so let's see here. And what was your first and last name? Uh, Mar- Markel Brown. Brown. That's M-A, M-A-R-K-E-L, uh, and Brown as in the color. And for security purposes, could you verify your home address, including city, state and zip code? Uh, 442 Gran- Brandon Street, Jesup, Georgia. Mm-hmm. 31545. And your date of birth? Uh, November 16, 1990. And a good telephone number have is 912-424-8052. Yes. And the email I have is handymaneasy@gmail.com. Yeah. Okay, so let's see here. So checking my calendar, um, you did become active in the coverage as of this past Monday, the 3rd, so you should be receiving your physical ID card early next week. However, do you mind if I place you on a brief hold while I email that information to you, just so you have it? Yes. Okay, go ahead. But will I, will I, will I still be able to go to the doctor today? Um, yes, sir. You say you do have active coverage, so yes, sir. You can- Okay. ... still go to the doctor. Okay. Okay, just bear with me one second, okay? No prob. Okay. Wow. I didn't realize Hello, Markel. You still there? Yes. Awesome. Thank you so much for holding. So I went ahead and emailed you your ID card to the email that was on file. Email that you should look out for, coming from info, that's I-N-F-O, @benefitsonacard.com, okay? Okay. I appreciate it. Thank you. You're welcome. Is there anything else I could assist you with today? Uh, no. I just, I just had a bad ear infection and I'm, I was thinking, I was thinking I didn't have no insurance, and then my, and then my... I just thought about it, like I think I do. Oh, yes, sir. You do. Um, so yes, so like I said, you just became active as of Monday the 3rd, and your physical ID card will arrive early next week, okay? Okay. Thank you. You're welcome. You have a great weekend, okay? All right. You too. All right, bye-bye.

Conversation Format

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

Speaker speaker_1: Uh, hello, Justin. C- uh, can you hear me?

Speaker speaker_0: Yeah, I can hear you.

Speaker speaker_1: All right. Look, my, my mouth is a little swollen. I'm trying to, I'm trying to go to, uh, I'm trying to go to the hospital now. Uh, I wanted to know how do I use my, um, insurance benefits from, from the job?

Speaker speaker_0: Um, yeah, let me check on that. I can possibly email information to you. What's the staffing agency you work for?

Speaker speaker_1: Uh, Searge.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: Uh, 10/11. Like I said, pardon me if you're having a hard time understanding me.

Speaker speaker_0: Okay, so let's see here. And what was your first and last name?

Speaker speaker_1: Uh, Mar- Markel Brown.

Speaker speaker_0: Brown.

Speaker speaker_1: That's M-A, M-A-R-K-E-L, uh, and Brown as in the color.

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

Speaker speaker_1: Uh, 442 Gran- Brandon Street, Jesup, Georgia.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: 31545.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: Uh, November 16, 1990.

Speaker speaker_0: And a good telephone number have is 912-424-8052.

Speaker speaker_1: Yes.

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

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, so let's see here. So checking my calendar, um, you did become active in the coverage as of this past Monday, the 3rd, so you should be receiving your physical ID card early next week. However, do you mind if I place you on a brief hold while I email that information to you, just so you have it?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, go ahead.

Speaker speaker_1: But will I, will I, will I still be able to go to the doctor today?

Speaker speaker_0: Um, yes, sir. You say you do have active coverage, so yes, sir. You can-

Speaker speaker_1: Okay.

Speaker speaker_0: ... still go to the doctor.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay, just bear with me one second, okay?

Speaker speaker_1: No prob.

Speaker speaker_0: Okay.

Speaker speaker_1: Wow. I didn't realize

Speaker speaker_2: Hello, Markel. You still there?

Speaker speaker_1: Yes.

Speaker speaker_2: Awesome. Thank you so much for holding. So I went ahead and emailed you your ID card to the email that was on file. Email that you should look out for, coming from info, that's I-N-F-O, @benefitsonacard.com, okay?

Speaker speaker_1: Okay. I appreciate it. Thank you.

Speaker speaker_2: You're welcome. Is there anything else I could assist you with today?

Speaker speaker_1: Uh, no. I just, I just had a bad ear infection and I'm, I was thinking, I was thinking I didn't have no insurance, and then my, and then my... I just thought about it, like I think I do.

Speaker speaker_2: Oh, yes, sir. You do. Um, so yes, so like I said, you just became active as of Monday the 3rd, and your physical ID card will arrive early next week, okay?

Speaker speaker_1: Okay. Thank you.

Speaker speaker_2: You're welcome. You have a great weekend, okay?

Speaker speaker_1: All right. You too.

Speaker speaker_2: All right, bye-bye.