

Transcript: Justin

Mills-6612589799981056-5208362255040512

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi. Yes. Um, I have a policy with Benefits and a Card. Um, I was wondering, if I went to an in-person, um, like urgent care or something, do I have a member ID that I would provide them? I didn't receive, like, any sort of card or anything in the mail. Um, yeah. I can possibly email you your ID cards. What's the staffing agency you work for? Um, The Resource. And the last four of your Social? Five, seven, seven, five. And what was your first and last name? Rachel Smith. And for security purposes, can you verify your home address, including city, state and zip code, Rachel? Sure. It's 244 Perimeter Loop, Apartment 305, Burlington, North Carolina, 27215. And your date of birth? April 12th, 1997. And a good telephone number have a 610-248-8317? Yes. And the email I have is rachelsmith97@rcn.com? Yes. Okay. Well, here, do you mind if I place you in a brief hold while I email you your ID cards? Sure. Okay. That was just, I'm, like, sitting on a call, and it was so quiet that I ... Yeah. Woo! Mm-hmm. Hello, Rachel. 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 looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder, okay? Okay. Thank you. Awesome. W- you're welcome. Is there anything else I could help you out with today? Um, well, you have a wonderful day, okay? Thank you. You, too. 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. Yes. Um, I have a policy with Benefits and a Card. Um, I was wondering, if I went to an in-person, um, like urgent care or something, do I have a member ID that I would provide them? I didn't receive, like, any sort of card or anything in the mail.

Speaker speaker_0: Um, yeah. I can possibly email you your ID cards. What's the staffing agency you work for?

Speaker speaker_1: Um, The Resource.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: Five, seven, seven, five.

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

Speaker speaker_1: Rachel Smith.

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

Speaker speaker_1: Sure. It's 244 Perimeter Loop, Apartment 305, Burlington, North Carolina, 27215.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: April 12th, 1997.

Speaker speaker_0: And a good telephone number have a 610-248-8317?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is rachelsmith97@rcn.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Well, here, do you mind if I place you in a brief hold while I email you your ID cards?

Speaker speaker_1: Sure.

Speaker speaker_0: Okay.

Speaker speaker_2: That was just, I'm, like, sitting on a call, and it was so quiet that I ... Yeah. Woo! Mm-hmm.

Speaker speaker_0: Hello, Rachel. 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 looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.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: Okay. Thank you.

Speaker speaker_0: Awesome. W- you're welcome. Is there anything else I could help you out with today? Um, well, you have a wonderful day, okay?

Speaker speaker_1: Thank you. You, too. Bye-bye.