

Transcript: Justin

Mills-6657583290433536-5106115810869248

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, Justin. My name is Megan. Um, I, um, work for the employer. So I, um, am curious if you're able to help me with this or if it has to come from the employee themselves. But they, claimed that they received... um, or they don't have all of their, uh, benefits cards. Um, I'm not sure if they would all come separately. I can tell you who I'm referring to or if there's a specific number that's easier for you to look them up. Um, yeah, let's see here. Now I do know the members can call us at Benefits in a Card and request email ID cards. Yes. Okay. Um, what's the last four of the first person's social? That is- So I can verify. ... 42335, and her name is Susan Chatfield. Susan Chatfield. Um, and confirm their date of birth for me. Um, 3/27/1965. Okay. So looking at the file, it looks like this member became active as of March 10th, so they should have received it, or all of them, by at least the 23rd or the week of the 30th. Um, so the member can call in and request email versions of those. Perfect, perfect. I will let her know, then. Awesome. Is there another member I can assist with or no? No, that's it for now. Thank you very much. You're welcome. You have a great day, okay? Thank you. Bye-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: Hi, Justin. My name is Megan. Um, I, um, work for the employer. So I, um, am curious if you're able to help me with this or if it has to come from the employee themselves. But they, claimed that they received... um, or they don't have all of their, uh, benefits cards. Um, I'm not sure if they would all come separately. I can tell you who I'm referring to or if there's a specific number that's easier for you to look them up.

Speaker speaker_0: Um, yeah, let's see here. Now I do know the members can call us at Benefits in a Card and request email ID cards.

Speaker speaker_1: Yes. Okay.

Speaker speaker_0: Um, what's the last four of the first person's social?

Speaker speaker_1: That is-

Speaker speaker_0: So I can verify.

Speaker speaker_1: ... 42335, and her name is Susan Chatfield.

Speaker speaker_0: Susan Chatfield. Um, and confirm their date of birth for me.

Speaker speaker_1: Um, 3/27/1965.

Speaker speaker_0: Okay. So looking at the file, it looks like this member became active as of March 10th, so they should have received it, or all of them, by at least the 23rd or the week of the 30th. Um, so the member can call in and request email versions of those.

Speaker speaker_1: Perfect, perfect. I will let her know, then.

Speaker speaker_0: Awesome. Is there another member I can assist with or no?

Speaker speaker_1: No, that's it for now. Thank you very much.

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

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_0: Bye-bye.