Transcript: VICTORIA Taylor-4941766767624192-5055698299731968

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Victoria. How can I help you? Hi, I was trying to get, um, emailed a copy of my insurance cards, and it says that the coverage is active this week, but it won't allow me to get a copy of the cards. Okay. Um, do you know if it just became active? It did today, I believe. Mm-hmm. Okay. Typically, it takes us at least 72 business hours to have access to your ID cards, but let me see if I can pull them. Um, what's the name of the agency that you work through? Uh, Crown Services. And the last four of your Social? 1661. And then first and last name. Michael Cardaci. Okay. Do you mind verifying your address and date of birth? Yes. It's 3540 Red Oak Court, Orange Park, Florida, 32073, and January 10th, 1986. And then phone number 908-875-6451? Yes. And then email is going to be first initial, last name, 1986 at Gmail? Mm-hmm. Okay. Give me one second. Yeah. It doesn't look like the ID cards are available just yet. Um, if you want to give us a call back Thursday or Friday of this week, we should be able to pull them and email them to you. All right. Will it become available on the web page regardless of that day, or do I have to call you if it's still not going to be available, like, on- for me to do it myself? To be honest, I am not too sure. I know for us, it takes at least 72 business hours of the coverage being active. Um- Okay. ... but you can try. I mean, either way, if you want to call us back Thursday or Friday, we should be able to download those and email them to you. Okay. Thank you. Mm-hmm. All right. You're welcome. You have a wonderful day. You too. Bye. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Victoria. How can I help you?

Speaker speaker_2: Hi, I was trying to get, um, emailed a copy of my insurance cards, and it says that the coverage is active this week, but it won't allow me to get a copy of the cards.

Speaker speaker_1: Okay. Um, do you know if it just became active?

Speaker speaker_2: It did today, I believe. Mm-hmm.

Speaker speaker_1: Okay. Typically, it takes us at least 72 business hours to have access to your ID cards, but let me see if I can pull them. Um, what's the name of the agency that you work through?

Speaker speaker_2: Uh, Crown Services.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 1661.

Speaker speaker_1: And then first and last name.

Speaker speaker_2: Michael Cardaci.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: Yes. It's 3540 Red Oak Court, Orange Park, Florida, 32073, and January 10th, 1986.

Speaker speaker_1: And then phone number 908-875-6451?

Speaker speaker_2: Yes.

Speaker speaker_1: And then email is going to be first initial, last name, 1986 at Gmail?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. Give me one second. Yeah. It doesn't look like the ID cards are available just yet. Um, if you want to give us a call back Thursday or Friday of this week, we should be able to pull them and email them to you.

Speaker speaker_2: All right. Will it become available on the web page regardless of that day, or do I have to call you if it's still not going to be available, like, on- for me to do it myself?

Speaker speaker_1: To be honest, I am not too sure. I know for us, it takes at least 72 business hours of the coverage being active. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... but you can try. I mean, either way, if you want to call us back Thursday or Friday, we should be able to download those and email them to you.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: All right.

Speaker speaker_1: You're welcome. You have a wonderful day.

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Bye-bye.