

Transcript: VICTORIA

Taylor-5718409336766464-6242166539206656

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi. Um, I never got my card in the mail. Okay. What's the name of the agency that you work for? Um, Associated Staffing in Hastings, Nebraska. Uh-huh. Okay, and the last four of your Social? 4036. Gotcha. And your first and last name? Rachel Christensen. Okay. And then if you'll verify your address and date of birth. Uh, date of birth is 03/24/1984. My address is 315 West Francis Street, Bladen, Nebraska, 68928. Okay. Phone number 308-737-1338? Yes. Sorry. And then email is gonna be N-I-C-O-S-M-O-M-M-Y26 at gmail. Yep. Okay. So it looks like the ID card for the medical plan you have is typically emailed to you versus sent out by mail. Well, I- I just searched through all my emails and I haven't gotten it. Is there a way I could get a physical card too? I can put in a request to have it mailed out to you. They just typically do it by email. Um, give me just a few seconds so I can put in that request and I will look up a digital copy and send it to you on my end. Oh, that'd be great. Thanks. You're welcome. Give me a few moments. Okay. All righty, thank you so much for holding. So I just sent a digital copy to your email. Okay. And then I also requested- Okay. ... for a physical copy to be sent to you. Um, I know it'll typ- it typically takes about 7 to 10 business days once it's been requested to be mailed. Okay. Was there anything else you needed help with? Uh, nope, that was all. Mm-hmm. Thank you. You're welcome. You have a wonderful day. You too. Bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi. Um, I never got my card in the mail.

Speaker speaker_0: Okay. What's the name of the agency that you work for?

Speaker speaker_1: Um, Associated Staffing in Hastings, Nebraska.

Speaker speaker_0: Uh-huh. Okay, and the last four of your Social?

Speaker speaker_1: 4036.

Speaker speaker_0: Gotcha. And your first and last name?

Speaker speaker_1: Rachel Christensen.

Speaker speaker_0: Okay. And then if you'll verify your address and date of birth.

Speaker speaker_1: Uh, date of birth is 03/24/1984. My address is 315 West Francis Street, Bladen, Nebraska, 68928.

Speaker speaker_0: Okay. Phone number 308-737-1338?

Speaker speaker_1: Yes.

Speaker speaker_0: Sorry. And then email is gonna be N-I-C-O-S-M-O-M-M-Y26 at gmail.

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. So it looks like the ID card for the medical plan you have is typically emailed to you versus sent out by mail.

Speaker speaker_1: Well, I- I just searched through all my emails and I haven't gotten it. Is there a way I could get a physical card too?

Speaker speaker_0: I can put in a request to have it mailed out to you. They just typically do it by email. Um, give me just a few seconds so I can put in that request and I will look up a digital copy and send it to you on my end.

Speaker speaker_1: Oh, that'd be great. Thanks.

Speaker speaker_0: You're welcome. Give me a few moments.

Speaker speaker_1: Okay.

Speaker speaker_0: All righty, thank you so much for holding. So I just sent a digital copy to your email.

Speaker speaker_1: Okay.

Speaker speaker_0: And then I also requested-

Speaker speaker_1: Okay.

Speaker speaker_0: ... for a physical copy to be sent to you. Um, I know it'll typ- it typically takes about 7 to 10 business days once it's been requested to be mailed.

Speaker speaker_1: Okay.

Speaker speaker_0: Was there anything else you needed help with?

Speaker speaker_1: Uh, nope, that was all. Mm-hmm. Thank you.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: You too. Bye.

Speaker speaker_0: Bye-bye.