

Transcript: VICTORIA

Taylor-6239699123617792-5053478280151040

Full Transcript

Thank you for calling Benefits in a Card. This is Victoria. How can I help you? Hello, Victorian. Um, my name is Kevin and I... Recently, my employer switched over insurance into Benefits in a Card and, and I haven't received a, like a physical copy card yet, and I was wondering if you could email me my copy of the card? Okay. Uh, what's the name of the agency you work for? Um, agency I work for is Noor Staffing. N-O-O-R- Mm-hmm. Staffing. Okay. And the last four of your Social? 6251. Gotcha. And, I'm sorry, your first and last name? My, uh... Kevin, uh, my last name is Chen. All right. Do you mind verifying your address and date of birth? 1217 72nd Street, 11228. And then my day of birth was... You say my day of birth, right? Yes. Uh, my day of birth is, um, July, July 4th, 2000. Okay. Phone number is 917-442- Yeah, 442-8777. I've been trying to call my phone and they keep, keep sending me to, like, "Hey, this number is an offer." So I think something is wrong with this number. I don't know why it sends me directly to someone else. Okay. And then email is, uh, K-E-V-C-H-E-N 9999. 9999, yeah. Exactly. Okay. Let me see if I have access to your ID cards. If so, I can download those and send it to your email. Give me just a few seconds. Yeah. Take your time. All righty. Thank you so much for holding. So it doesn't look like I have access to your ID cards just yet. Um, so what I'm gonna do is I am gonna make a note on my end to send those ID cards to your email once we have access to them. Got it. Yeah, 'cause, 'cause my, my, my coworker also switched over and they got hers, she got hers already and I was just like, oh, wondering if I could get mine. Um, but... Okay, do you know when that will be? They said it takes seven to 10 business days. Yeah. Typically, once your coverage becomes active, it takes about seven to 10 business days to get the ID cards. Um, what I'm gonna do on my end is reach out and see if I can get access to yours and then follow up with you. Um, typically, a follow-up can take anywhere from 24 to 48 business hours. Okay. No, that's totally fine. I just really, really do appreciate, uh, what you have done today. Yes, sir. Well, I'll make a note and then, uh, like I said, once I get access to those, I will send it to your, uh, email, and I will also try to give you a call, but I know you said you experienced some issues with your phone number, so, um, I'll just try to give you a call and if I can't get in touch with you either way, I will send it to your email. Yeah, my, my... This num- my number's normally on do not disturb, uh, but you send me email, I'll definitely respond. Okay. All righty. All right. Was there anything else you might need help with? Uh, no, no. That is, uh, that's all. Thank you so much. You've been super, super helpful. Yes, sir. You have a wonderful day. You too. Take care then. Bye-bye. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hello, Victorian. Um, my name is Kevin and I... Recently, my employer switched over insurance into Benefits in a Card and, and I haven't received a, like a physical copy card yet, and I was wondering if you could email me my copy of the card?

Speaker speaker_0: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_1: Um, agency I work for is Noor Staffing. N-O-O-R-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Staffing.

Speaker speaker_0: Okay. And the last four of your Social?

Speaker speaker_1: 6251.

Speaker speaker_0: Gotcha. And, I'm sorry, your first and last name?

Speaker speaker_1: My, uh... Kevin, uh, my last name is Chen.

Speaker speaker_0: All right. Do you mind verifying your address and date of birth?

Speaker speaker_1: 1217 72nd Street, 11228. And then my day of birth was... You say my day of birth, right?

Speaker speaker_0: Yes.

Speaker speaker_1: Uh, my day of birth is, um, July, July 4th, 2000.

Speaker speaker_0: Okay. Phone number is 917-442-

Speaker speaker_1: Yeah, 442-8777. I've been trying to call my phone and they keep, keep sending me to, like, "Hey, this number is an offer." So I think something is wrong with this number. I don't know why it sends me directly to someone else.

Speaker speaker_0: Okay. And then email is, uh, K-E-V-C-H-E-N 9999.

Speaker speaker_1: 9999, yeah. Exactly.

Speaker speaker_0: Okay. Let me see if I have access to your ID cards. If so, I can download those and send it to your email. Give me just a few seconds.

Speaker speaker_1: Yeah. Take your time.

Speaker speaker_0: All righty. Thank you so much for holding. So it doesn't look like I have access to your ID cards just yet. Um, so what I'm gonna do is I am gonna make a note on my end to send those ID cards to your email once we have access to them.

Speaker speaker_1: Got it. Yeah, 'cause, 'cause my, my, my coworker also switched over and they got hers, she got hers already and I was just like, oh, wondering if I could get mine. Um, but... Okay, do you know when that will be? They said it takes seven to 10 business days.

Speaker speaker_0: Yeah. Typically, once your coverage becomes active, it takes about seven to 10 business days to get the ID cards. Um, what I'm gonna do on my end is reach out and see if I can get access to yours and then follow up with you. Um, typically, a follow-up can take anywhere from 24 to 48 business hours.

Speaker speaker_1: Okay. No, that's totally fine. I just really, really do appreciate, uh, what you have done today.

Speaker speaker_0: Yes, sir. Well, I'll make a note and then, uh, like I said, once I get access to those, I will send it to your, uh, email, and I will also try to give you a call, but I know you said you experienced some issues with your phone number, so, um, I'll just try to give you a call and if I can't get in touch with you either way, I will send it to your email.

Speaker speaker_1: Yeah, my, my... This num- my number's normally on do not disturb, uh, but you send me email, I'll definitely respond.

Speaker speaker_0: Okay. All righty.

Speaker speaker_1: All right.

Speaker speaker_0: Was there anything else you might need help with?

Speaker speaker_1: Uh, no, no. That is, uh, that's all. Thank you so much. You've been super, super helpful.

Speaker speaker_0: Yes, sir. You have a wonderful day.

Speaker speaker_1: You too. Take care then. Bye-bye.

Speaker speaker_0: Thank you. Bye-bye.