

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hi. Um, so, uh, I, I had been due a benefits card sent to a, uh, an address where I'm no longer at, so I never received it. Um, I was wondering if I could get, uh, the card sent, resent to me. Yes, we can... We should be able to get that done for you. Uh, one moment. What staffing company do you work with? Wagner. Wagner? Okay. Yeah. And then the last four of your Social? 2367. Thank you. And your first and last name? Evelyn Espinoza. Thank you. Ms. Espinoza, um, we will need to ask that you verify the address on file first before we can update it. Oh. Uh, I believe I put 88 McBride Drive, Newberry, South Carolina, 29108. Mm. No, ma'am. It's one in Georgia. Oh. Oh, no. See, that's... Damn, I can't look. Mm. It had to be one of the old addresses on, um, uh, Fairway Oaks Drive. I've moved, like, three apartments. That's why I haven't received any of these, uh, any of the documents. Okay. Um, yeah, so it is- It's in Lawrence, South Car- It is Fairway Oaks Drive? Mm-hmm. Do you remember the... Do remember the number? Uh, I think maybe I had it sent to the office, which was 3416, and then there's 3408. Um, and then now- That's the one. Yeah. Okay. Sorry. See, that's why... Uh, I'm trying to figure out where to get it sent, but I keep missing it, you know? Um... Right. I understand. Uh, what is your... We'll go ahead and update your address. What's your current address? Um, hold on. It's... I'm trying to get the right one. It's, uh, 3432 Fairway Oaks Drive, and it's apartment 2A. That's in Lawrenceville, Georgia 30044. Okay. Thank you. All right, and then can you verify your date of birth for me, please? Uh, 12/19/87. Okay. All right. We have a phone number showing up as 404-281-5923. Is that correct? Yes. All right, and it doesn't look like we have an email address on file. Would you like to add one? Uh, sure. It's my first and last name, which is E-V-E-L-Y-N E-S-P-I-N-O-Z-A and then the number 365. At? Oh, um, gmail.com. Sorry. Thank you. All right, so yeah. We'll, uh, we can go ahead and, and request, uh, or let me see here. We should be able to request a new copy be sent to your new address. Let me double check that. The portal that we have been using for that has been having some issue lately, so I'm hoping it works right now. One moment. Yeah. I just, um, I hadn't really thought too much into it because I, I haven't had the need to, to use the card. But, you, you know, the, the new year and I was just like, "You know what? I really should, um, have it sent to the right address." Right. I understand. All right. So yeah. It does look like the portal is up, so I'll go ahead and work on getting a, um, getting another copy sent out to your, your new address, your new apartment. Um, this, this copy should show up in about seven to 10 business days. In the meantime, if you need a copy of it, we'll also go ahead and, uh, send a digital copy to the email address you just provided. Uh, that way if you need any... if you need to use it before you can receive that physical card, you at least have the information to be able to set up any appointments or anything like that. Okay? Okay. Um, so I would be able to... When,

when you send it, the physical one, would it have the, the member's, the, the card, the account card? Ye- so, yeah, so, so the digital copy that I'm emailing you is the... is just an image of the exact physical copy that you'll be receiving in the mail. There, there's zero difference between these two, other than one's an, one's a digital image, the other's the physical copy of it. Okay. Yeah. All right. I, I, I wanted the physical and the digital. That's, that'd be great. Yeah, we can do that. Um, the... So, like I said, the physical copy should be showing up in about seven to 10 business days, depending on transit time, and, of course, with the holidays it may be a little bit longer than that. Um, but the digital copy, we'll, uh, we'll go ahead and email to you. You should be getting that in just a couple of minutes here. Uh, that'll be coming from info@benefitsinacard.com. If you don't see this, this copy in your inbox, check your spam folder. Okay? Okay. Uh, let me actually write that down. Hey, do you have a pen? Yeah. Yeah, I think we do. Uh... You have a pen? Yes. Okay. All right. You said okay@... Um, what was it again? I'm sorry. In- so it's info@benefitsinacard.com. Okay. All right. Mm-hmm. All right. Is there, um... I think that's all I need to do, right? Um, do I need to renew it? Can I do it over the phone? Um, if you're not looking to make any changes, you don't need to do anything as, uh, as open enrollment- ... will just roll over automatically. Um- Mm-hmm. ... if you're looking to make any changes, then yeah, you've got until open enrollment ends on January 31st to do so. But if you want to keep everything at the exact, like at the same, you don't want to do anything with it, then you don't need to take any action. But right now would be the time to make any changes? Yes. Between... Uh, so open enrollment started two weeks ago on the 9th, and it's going until J- uh, the end of January, the 31st. Okay. All right. I, I may or may not, um, uh, drop the insurance, so. Mm-hmm. I'm, I'm between- Well even... Yeah. Mm-hmm. Even, even if you... Now, if you wanted to drop it, you don't, you don't need to be in open enrollment to do that. There's no restriction on that. Um, you're allowed to cancel at any time. But if you wanted to add anything else- ... then you just apply it yourself. Oh, okay. All right. Great. Well, um, then I'll just wait for, like, seven or ten business days for the physical and then you said that I should have your picture one um, let's see. I gotta make sure I actually got it before I let you go. Oh, there it is. That's perfect. Never happened. I'm usually putting- All right. ... down. All right then. Well, Ms. Espinoza, was there anything else I could help you with? Uh, no, I'm all set. Thank you. You're very welcome. Thanks again for calling and you have a wonderful day. Ugh. Okay. Bye now.

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 Chris. How can I help you today?

Speaker speaker_2: Hi. Um, so, uh, I, I had been due a benefits card sent to a, uh, an address where I'm no longer at, so I never received it. Um, I was wondering if I could get, uh, the card sent, resent to me.

Speaker speaker_1: Yes, we can... We should be able to get that done for you. Uh, one moment. What staffing company do you work with?

Speaker speaker_2: Wagner.

Speaker speaker_1: Wagner? Okay.

Speaker speaker_2: Yeah.

Speaker speaker_1: And then the last four of your Social?

Speaker speaker_2: 2367.

Speaker speaker_1: Thank you. And your first and last name?

Speaker speaker_2: Evelyn Espinoza.

Speaker speaker_1: Thank you. Ms. Espinoza, um, we will need to ask that you verify the address on file first before we can update it.

Speaker speaker_2: Oh. Uh, I believe I put 88 McBride Drive, Newberry, South Carolina, 29108.

Speaker speaker_1: Mm. No, ma'am. It's one in Georgia.

Speaker speaker_2: Oh. Oh, no. See, that's... Damn, I can't look. Mm. It had to be one of the old addresses on, um, uh, Fairway Oaks Drive. I've moved, like, three apartments. That's why I haven't received any of these, uh, any of the documents.

Speaker speaker_1: Okay. Um, yeah, so it is-

Speaker speaker_2: It's in Lawrence, South Car-

Speaker speaker_1: It is Fairway Oaks Drive?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Do you remember the... Do remember the number?

Speaker speaker_2: Uh, I think maybe I had it sent to the office, which was 3416, and then there's 3408. Um, and then now-

Speaker speaker_1: That's the one. Yeah.

Speaker speaker_2: Okay. Sorry. See, that's why... Uh, I'm trying to figure out where to get it sent, but I keep missing it, you know? Um...

Speaker speaker_1: Right. I understand. Uh, what is your... We'll go ahead and update your address. What's your current address?

Speaker speaker_2: Um, hold on. It's... I'm trying to get the right one. It's, uh, 3432 Fairway Oaks Drive, and it's apartment 2A. That's in Lawrenceville, Georgia 30044.

Speaker speaker_1: Okay. Thank you. All right, and then can you verify your date of birth for me, please?

Speaker speaker_2: Uh, 12/19/87.

Speaker speaker_1: Okay. All right. We have a phone number showing up as 404-281-5923. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: All right, and it doesn't look like we have an email address on file. Would you like to add one?

Speaker speaker_2: Uh, sure. It's my first and last name, which is E-V-E-L-Y-N E-S-P-I-N-O-Z-A and then the number 365.

Speaker speaker_1: At?

Speaker speaker_2: Oh, um, gmail.com. Sorry.

Speaker speaker_1: Thank you. All right, so yeah. We'll, uh, we can go ahead and, and request, uh, or let me see here. We should be able to request a new copy be sent to your new address. Let me double check that. The portal that we have been using for that has been having some issue lately, so I'm hoping it works right now. One moment.

Speaker speaker_2: Yeah. I just, um, I hadn't really thought too much into it because I, I haven't had the need to, to use the card. But, you, you know, the, the new year and I was just like, "You know what? I really should, um, have it sent to the right address."

Speaker speaker_1: Right. I understand. All right. So yeah. It does look like the portal is up, so I'll go ahead and work on getting a, um, getting another copy sent out to your, your new address, your new apartment. Um, this, this copy should show up in about seven to 10 business days. In the meantime, if you need a copy of it, we'll also go ahead and, uh, send a digital copy to the email address you just provided. Uh, that way if you need any... if you need to use it before you can receive that physical card, you at least have the information to be able to set up any appointments or anything like that. Okay?

Speaker speaker_2: Okay. Um, so I would be able to... When, when you send it, the physical one, would it have the, the member's, the, the card, the account card?

Speaker speaker_1: Ye- so, yeah, so, so the digital copy that I'm emailing you is the... is just an image of the exact physical copy that you'll be receiving in the mail. There, there's zero difference between these two, other than one's an, one's a digital image, the other's the physical copy of it.

Speaker speaker_2: Okay. Yeah. All right. I, I, I wanted the physical and the digital. That's, that'd be great.

Speaker speaker_1: Yeah, we can do that. Um, the... So, like I said, the physical copy should be showing up in about seven to 10 business days, depending on transit time, and, of course, with the holidays it may be a little bit longer than that. Um, but the digital copy, we'll, uh, we'll go ahead and email to you. You should be getting that in just a couple of minutes here. Uh, that'll be coming from info@benefitsinacard.com. If you don't see this, this copy in your inbox, check your spam folder. Okay?

Speaker speaker_2: Okay. Uh, let me actually write that down. Hey, do you have a pen?

Speaker speaker_1: Yeah.

Speaker speaker_3: Yeah, I think we do.

Speaker speaker_2: Uh... You have a pen?

Speaker speaker_3: Yes.

Speaker speaker_2: Okay. All right. You said okay@... Um, what was it again? I'm sorry.

Speaker speaker_1: In- so it's info@benefitsinacard.com.

Speaker speaker_2: Okay. All right. Mm-hmm. All right. Is there, um... I think that's all I need to do, right? Um, do I need to renew it? Can I do it over the phone?

Speaker speaker_1: Um, if you're not looking to make any changes, you don't need to do anything as, uh, as open enrollment- ... will just roll over automatically. Um-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... if you're looking to make any changes, then yeah, you've got until open enrollment ends on January 31st to do so. But if you want to keep everything at the exact, like at the same, you don't want to do anything with it, then you don't need to take any action.

Speaker speaker_2: But right now would be the time to make any changes?

Speaker speaker_1: Yes. Between... Uh, so open enrollment started two weeks ago on the 9th, and it's going until J- uh, the end of January, the 31st.

Speaker speaker_2: Okay. All right. I, I may or may not, um, uh, drop the insurance, so.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: I'm, I'm between-

Speaker speaker_1: Well even... Yeah.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Even, even if you... Now, if you wanted to drop it, you don't, you don't need to be in open enrollment to do that. There's no restriction on that. Um, you're allowed to cancel at any time. But if you wanted to add anything else- ... then you just apply it yourself.

Speaker speaker_2: Oh, okay. All right. Great. Well, um, then I'll just wait for, like, seven of ten business days for the physical and then you said that I should have you picture one um, let's see. I gotta make sure I actually got it before I let you go. Oh, there it is. That's perfect. Never happened. I'm usually putting-

Speaker speaker_1: All right.

Speaker speaker_2: ... down.

Speaker speaker_1: All right then. Well, Ms. Espinoza, was there anything else I could help you with?

Speaker speaker_2: Uh, no, I'm all set. Thank you.

Speaker speaker_1: You're very welcome. Thanks again for calling and you have a wonderful day.

Speaker speaker_2: Ugh.

Speaker speaker_1: Okay. Bye now.