

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yes. Hello. I was calling, um... Is this for, like, benefits or is this just for, like, a pay card? These are for the healthcare benefits that the staffing agency has to offer. Gotcha. All right. Um, I applied for the dental, and I was just calling to see, like, what insurance company or policy is it through? I was just trying to do a little bit of, like... to see what places took them in the future, but I didn't know what exactly it was called. Okay. Yeah. Um, so it's through, um, APL, which is American Public Life. But to give you more information, I do have to get in your file. What staffing agency are you working under? ISS, Innovative Staff Solutions. Okay. And then what are the last four of your Social? 0189. And your first and last name? Roy, R-Y. Trail, T-R-A-I-L. For security purposes, can you verify your address and date of birth? 614 Westfield Court, Belleville, Illinois 62221 and 111191. 6823010032 is your phone number and rtrail73@gmail.com. Is that correct? Yes. Okay. So I'm looking and it looks like you're signed up for dental and the Insurplus Basic. However, you're still not active. Yeah. I know I wasn't active yet. We're still waiting on the first deduction from your staffing agency, um, but I c- can provide you, um, the phone number to locate providers. I wouldn't have that list. You would just have to contact that number and from there they will notify you of where you can go. Gotcha. All right. That'd be perfect. And what'd you say it was called again? American what? Um, so your two plans are under APL which stands for American Public Life. Public Life. Gotcha. All right. The next- And what was the phone number? Um, I'm about to send it to your, to your email. Oh, all right. Awesome. That's perfect. Um, give me one second and then if I could just get you to verify, um, that you did receive it and just one second. All right. Okay. I went ahead and emailed it to you. Um, do you mind verifying that you received it? It should come from an email that says info@benefitsinacard.com. All right. Hold on one second. All right. Yeah. I got it. Info, no subject. And that's the number. You just have to keep in mind that you do have to be active. Gotcha. All right. Awesome. All right. Thank you very much. Have a good day. You're welcome. Have a nice day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Yes. Hello. I was calling, um... Is this for, like, benefits or is this just for, like, a pay card?

Speaker speaker_0: These are for the healthcare benefits that the staffing agency has to offer.

Speaker speaker_1: Gotcha. All right. Um, I applied for the dental, and I was just calling to see, like, what insurance company or policy is it through? I was just trying to do a little bit of, like... to see what places took them in the future, but I didn't know what exactly it was called.

Speaker speaker_0: Okay. Yeah. Um, so it's through, um, APL, which is American Public Life. But to give you more information, I do have to get in your file. What staffing agency are you working under?

Speaker speaker_1: ISS, Innovative Staff Solutions.

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

Speaker speaker_1: 0189.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Roy, R-Y. Trail, T-R-A-I-L.

Speaker speaker_0: For security purposes, can you verify your address and date of birth?

Speaker speaker_1: 614 Westfield Court, Belleville, Illinois 62221 and 111191.

Speaker speaker_0: 6823010032 is your phone number and rtrail73@gmail.com. Is that correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So I'm looking and it looks like you're signed up for dental and the Insurplus Basic. However, you're still not active.

Speaker speaker_1: Yeah. I know I wasn't active yet.

Speaker speaker_0: We're still waiting on the first deduction from your staffing agency, um, but I c- can provide you, um, the phone number to locate providers. I wouldn't have that list. You would just have to contact that number and from there they will notify you of where you can go.

Speaker speaker_1: Gotcha. All right. That'd be perfect. And what'd you say it was called again? American what?

Speaker speaker_0: Um, so your two plans are under APL which stands for American Public Life.

Speaker speaker_1: Public Life. Gotcha. All right.

Speaker speaker_0: The next-

Speaker speaker_1: And what was the phone number?

Speaker speaker_0: Um, I'm about to send it to your, to your email.

Speaker speaker_1: Oh, all right. Awesome. That's perfect.

Speaker speaker_0: Um, give me one second and then if I could just get you to verify, um, that you did receive it and just one second.

Speaker speaker_1: All right.

Speaker speaker_0: Okay. I went ahead and emailed it to you. Um, do you mind verifying that you received it? It should come from an email that says info@benefitsinacard.com.

Speaker speaker_1: All right. Hold on one second. All right. Yeah. I got it. Info, no subject.

Speaker speaker_0: And that's the number. You just have to keep in mind that you do have to be active.

Speaker speaker_1: Gotcha. All right. Awesome. All right. Thank you very much. Have a good day.

Speaker speaker_0: You're welcome. Have a nice day.