

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? Yeah, uh, I just want to follow up if you have received our, um, uh, application and the documents, the supporting documents? Oh, I'm sorry. The- I'm having trouble hearing you. Can you repeat that? I just want to, uh, follow up, uh, on, uh, a submission of application. Like, to work or for the benefits? Uh, yeah, uh, benefits to, uh, benefits, yeah. Okay. So, I have to get in your file to see what update they have, um, because if there's any update, it would be on the file and if there's no- Okay. ... update yet, you will most likely have to wait on the representative that you spoke, um, to regarding that. But let me, let me see if there's any notes. Um, what staffing agency are you with? I'm with, um, uh, Oxford. Oxford Global? Okay. And then what is the last four of your Social? 3160. And your first and last name? I'm Dien Nguyen. For security purposes, can you verify your address and date of birth? 554 Manson Park Drive, uh, Santa Clara, California 95054. Okay. And then the date of birth? Uh, 04/01/66. Okay, thank you. And then did you say the 554 Madison Park Drive? Yeah, 554 Manson Park Drive. Did you- Maybe it's not updated. Did you have a, a new one? Yeah, Fremont, the Fremont one. So, um- So, so I need the correct address for me to give you any information. So can you verify the old one that you used to have? 'Cause it's not the 554 Madison Park. Yeah, okay. So just, uh, try the 41044. Mm-hmm. And then what else? Uh, uh, Janice Street, Fremont. Uh-huh. 95059. California. Did you want me to change that 'cause that's the one that you have? Yeah. Yeah, if you can change, that would be good. What's that new address? You said a 554... 554 Manson Park. Uh-huh. Drive, Santa Clara, California, 95054. Ooh, give me one second. Sorry, my computer just kind of froze. Uh, so 554 Manson Park, Santa Clara, California. Manson Park Drive. Uh, Drive? Yeah, Manson Park Drive. And then what was that ZIP code again? Uh, 95054. Okay. I updated that. Okay. And then I have 408-802-7489 as your phone number. Uh-huh. Then I have diensjcc@gmail.com. Is that up to date? That's right. That's, that's right. Okay, sir. So it looks like, um, let's see, they tried to call you... Oh, okay. So it looks like they tried to call you January, sorry, March. They tried to call you on March 28th, so that was on a S- on the last Friday of March, to let you know that the documents that you forward to, over to us regarding the Quality of Life event would not work. Um, they left you a voice message letting you know that we need a letter from your previous insura- insurance carrier stating the start, board and date of the, start and end date of the coverage, the reason why the coverage ended and what they were enrolled into and everyone that was enrolled into your coverage. So what you submitted did not work. They actually need a letter from- So we, so we submitted again, uh, on, uh, Fri- uh, yeah, uh, last week Friday. I don't know if we received it. So, that would be, um, that would be something that the main office would receive. I can ask, but I don't get those emails. Who gets that is the main office, um, because with the last, the last note that I see in here, it was saying that we needed a

letter from your previous insurance carrier stating the start and end date of your coverage, the reason why it ended, um, what you were enrolled into as well as who, like spouse or children. So that's the... And that was from March 28th. So, so I don't see any new updates. I can notate that you called in to see if there is any updates regarding that. Uh, but usually, the main office reviews that. So, if you submitted it Friday, they would probably look over it today. Um, is there a, a main office number? No, sir. Oh. So, so like I- But usually... If you submitted it, and like I said, we weren't open on Friday, so most likely they'll review it either, uh, today or tomorrow. Okay. Should I, uh, wait for a few days and call back through this number, uh, to check or do you know- Yes, um, but usually, um, if the main office reviews it, they're the ones who reach back out to you. So you're the one that gets a call back. Um, if they don't do that, however, I would call back. But like I said, if you submitted it on Friday, they should be reviewing it probably today. And it usually takes 24 hours for somebody to reach you. And like I said, we were not open on Friday. So, if you submitted it on Friday, most likely that would be done today, that review. Okay. And if... So, if you don't hear anything from us today, I will call back t- um, I would call back tomorrow, because like I said, we weren't open on Friday. So, if you did that on Friday, nobody's seen that yet. Okay, sounds good. Because today is Monday, and we're not open on weekends. Okay. So, if you sent that on Friday, um, they will be reviewing that. And the main office is the one that reaches out to you again. Okay. Sounds good. ??? Or... But I'll definitely, I will definitely notate your file letting them know that you did call to see what was the update regarding your documents, regarding your quality life event, just so that they're aware that you did call in to see if we, um, received that information. But you did send a new one, right? Yeah. Because that one's from like March. Like I said, that note's kind of old. Um, but you did send another one? Yeah, we sent it, uh, this month. Yeah. And then, it did have the information that they needed, right? Because if it doesn't, they're gonna put in another note saying that same thing. Okay. So, as long as it- it has that information... But like I said, they will be reviewing it because those emails go to the main office. They're the ones who do that process. And then they'll just notate anything. But so far, I haven't seen any updates yet. Okay. Okay? All right. Thank you. Okay. Have a nice day, sir. Okay. Bye-bye. You should be hearing... And then is that a good contact number for them to reach you at?

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: Yeah, uh, I just want to follow up if you have received our, um, uh, application and the documents, the supporting documents?

Speaker speaker_0: Oh, I'm sorry.

Speaker speaker_1: The-

Speaker speaker_0: I'm having trouble hearing you. Can you repeat that?

Speaker speaker_1: I just want to, uh, follow up, uh, on, uh, a submission of application.

Speaker speaker_0: Like, to work or for the benefits?

Speaker speaker_1: Uh, yeah, uh, benefits to, uh, benefits, yeah.

Speaker speaker_0: Okay. So, I have to get in your file to see what update they have, um, because if there's any update, it would be on the file and if there's no-

Speaker speaker_1: Okay.

Speaker speaker_0: ... update yet, you will most likely have to wait on the rep- representative that you spoke, um, to regarding that. But let me, let me see if there's any notes. Um, what staffing agency are you with?

Speaker speaker_1: I'm with, um, uh, Oxford.

Speaker speaker_0: Oxford Global? Okay. And then what is the last four of your Social?

Speaker speaker_1: 3160.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: I'm Dien Nguyen.

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

Speaker speaker_1: 554 Manson Park Drive, uh, Santa Clara, California 95054.

Speaker speaker_0: Okay. And then the date of birth?

Speaker speaker_1: Uh, 04/01/66.

Speaker speaker_0: Okay, thank you. And then did you say the 554 Madison Park Drive?

Speaker speaker_1: Yeah, 554 Manson Park Drive.

Speaker speaker_0: Did you-

Speaker speaker_1: Maybe it's not updated.

Speaker speaker_0: Did you have a, a new one?

Speaker speaker_1: Yeah, Fremont, the Fremont one. So, um-

Speaker speaker_0: So, so I need the correct address for me to give you any information. So can you verify the old one that you used to have? 'Cause it's not the 554 Madison Park.

Speaker speaker_1: Yeah, okay. So just, uh, try the 41044.

Speaker speaker_0: Mm-hmm. And then what else?

Speaker speaker_1: Uh, uh, Janice Street, Fremont.

Speaker speaker_0: Uh-huh.

Speaker speaker_1: 95059.

Speaker speaker_0: California. Did you want me to change that 'cause that's the one that you have?

Speaker speaker_1: Yeah. Yeah, if you can change, that would be good.

Speaker speaker_0: What's that new address? You said a 554...

Speaker speaker_1: 554 Manson Park.

Speaker speaker_0: Uh-huh.

Speaker speaker_1: Drive, Santa Clara, California, 95054.

Speaker speaker_0: Ooh, give me one second. Sorry, my computer just kind of froze. Uh, so 554 Manson Park, Santa Clara, California.

Speaker speaker_1: Manson Park Drive.

Speaker speaker_0: Uh, Drive?

Speaker speaker_1: Yeah, Manson Park Drive.

Speaker speaker_0: And then what was that ZIP code again?

Speaker speaker_1: Uh, 95054.

Speaker speaker_0: Okay. I updated that. Okay. And then I have 408-802-7489 as your phone number.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Then I have diensjcc@gmail.com. Is that up to date?

Speaker speaker_1: That's right. That's, that's right.

Speaker speaker_0: Okay, sir. So it looks like, um, let's see, they tried to call you... Oh, okay. So it looks like they tried to call you January, sorry, March. They tried to call you on March 28th, so that was on a S- on the last Friday of March, to let you know that the documents that you forward to, over to us regarding the Quality of Life event would not work. Um, they left you a voice message letting you know that we need a letter from your previous insura- insurance carrier stating the start, board and date of the, start and end date of the coverage, the reason why the coverage ended and what they were enrolled into and everyone that was enrolled into your coverage. So what you submitted did not work. They actually need a letter from-

Speaker speaker_1: So we, so we submitted again, uh, on, uh, Fri- uh, yeah, uh, last week Friday. I don't know if we received it.

Speaker speaker_0: So, that would be, um, that would be something that the main office would receive. I can ask, but I don't get those emails. Who gets that is the main office, um, because with the last, the last note that I see in here, it was saying that we needed a letter from your previous insurance carrier stating the start and end date of your coverage, the reason why it ended, um, what you were enrolled into as well as who, like spouse or children. So that's the... And that was from March 28th. So, so I don't see any new updates. I can

notate that you called in to see if there is any updates regarding that. Uh, but usually, the main office reviews that. So, if you submitted it Friday, they would probably look over it today.

Speaker speaker_1: Um, is there a, a main office number?

Speaker speaker_0: No, sir.

Speaker speaker_1: Oh. So, so like I-

Speaker speaker_0: But usually... If you submitted it, and like I said, we weren't open on Friday, so most likely they'll review it either, uh, today or tomorrow.

Speaker speaker_2: Okay. Should I, uh, wait for a few days and call back through this number, uh, to check or do you know-

Speaker speaker_0: Yes, um, but usually, um, if the main office reviews it, they're the ones who reach back out to you. So you're the one that gets a call back. Um, if they don't do that, however, I would call back. But like I said, if you submitted it on Friday, they should be reviewing it probably today. And it usually takes 24 hours for somebody to reach you. And like I said, we were not open on Friday. So, if you submitted it on Friday, most likely that would be done today, that review.

Speaker speaker_2: Okay.

Speaker speaker_0: And if... So, if you don't hear anything from us today, I will call back t- um, I would call back tomorrow, because like I said, we weren't open on Friday. So, if you did that on Friday, nobody's seen that yet.

Speaker speaker_2: Okay, sounds good.

Speaker speaker_0: Because today is Monday, and we're not open on weekends.

Speaker speaker_2: Okay.

Speaker speaker_0: So, if you sent that on Friday, um, they will be reviewing that. And the main office is the one that reaches out to you again.

Speaker speaker_2: Okay. Sounds good. ???

Speaker speaker_0: Or... But I'll definitely, I will definitely notate your file letting them know that you did call to see what was the update regarding your documents, regarding your quality life event, just so that they're aware that you did call in to see if we, um, received that information. But you did send a new one, right?

Speaker speaker_2: Yeah.

Speaker speaker_0: Because that one's from like March. Like I said, that note's kind of old. Um, but you did send another one?

Speaker speaker_2: Yeah, we sent it, uh, this month. Yeah.

Speaker speaker_0: And then, it did have the information that they needed, right? Because if it doesn't, they're gonna put in another note saying that same thing.

Speaker speaker_2: Okay.

Speaker speaker_0: So, as long as it- it has that information... But like I said, they will be reviewing it because those emails go to the main office. They're the ones who do that process. And then they'll just notate anything. But so far, I haven't seen any updates yet.

Speaker speaker_2: Okay.

Speaker speaker_0: Okay?

Speaker speaker_2: All right. Thank you.

Speaker speaker_0: Okay. Have a nice day, sir.

Speaker speaker_2: Okay. Bye-bye.

Speaker speaker_0: You should be hearing... And then is that a good contact number for them to reach you at?