

Transcript: Estefania

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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. My name is Stephanie. How can I assist you? Uh, Kashama. I'm calling about, uh, my card. I'm a new, uh, new, uh, new client. Okay. Okay, so, um, what agency do you work for? For medical, medical, medical insurance. Yes. Um, who's your staffing agency that you're working with, sir? Oh, oh, okay, okay, all right. That's right. Sorry. Uh, Care Builders. Okay. Thank you. And then what are the last four of your Social? 8546. And your first and last name? Rengulula Kashama. Okay. For security purposes, could you please verify your full address as well as your date of birth? D-O-B, uh, March 13, 1962. Mm-hmm. And then, uh, my address, 104 Forest Court, Apartment 2. Mm-hmm. Louisville, Louisville, Kentucky 40206. Okay, thank you. And then is your phone number 200-4023? Correct. And then I have R-E-V-K-A-S-H-A-M-A @gmail.com? Yeah, R-E-V, yeah, Kashama my last name, @gmail.com. Yes. Okay, and then how can I help you? I told you, I'm calling about, uh, my card, medical card. We need it because, uh, right now, I don't have a... I have a medical issue. Mm-hmm. I'm taking, me and my wife are taking, um, the pills every day, but we can't for now because we don't have, uh, insurance. Okay. Can, can- We... If you can send us, uh, electronic one when you are waiting, uh, the physical card. Okay, give me one second. Let me review your account real quick. Give me one second. Mm-hmm. So, it looks like we're still waiting on receiving that first deduction from your staffing agency. Um, so here- They told me that they send, they told me that, uh, they send you everything. So we probably haven't received it yet. Oh my gosh. Yes, sir. So we're still waiting- Wait, wait, wait. You're waiting for what? So we're still waiting on receiving that deduction. Um, give me one second. Let me check. Since we haven't received it, your, your card isn't gonna be available yet. Well, I, I, I receive, uh... Wait. I receive, I received, uh, one, uh, one message from Chris. How? You said... May I read that? Yeah. Uh, what is it, sir? Uh, yeah. I received one, uh, one message from you, but, uh, uh, Chris sent, uh, he's the one who say, sent to me that. He said, "Chris, with Benefical, calling on behalf of AGC." Mm-hmm. "That, uh, trusting, but you're, you're supposed on the policy in fact. You are actually exit out the boxes, so we just, uh, need to verify if you are looking to enroll a dependent into your policy on, on, and if you are, we need to get their information. We will need their first and last name." Yeah. I, uh, I sent, I sent, uh, I sent, uh, information about my wife. It's just me and my wife. That's the dependent I have. Yes, sir. Uh, so, yeah, I do see that message, but he was just calling you to get your, um, your spouse information 'cause it was missing. Um, but we're still waiting on receiving the deduction from your staffing agency, so we're- No, my wife, my, my, my wife, my, uh, I still did not receive. Wh- what was the, was the, um..... missing is, uh, her, her, what, um, social, social security. She doesn't have her soc- social security number. Okay. So are you giving... So are you calling to get... give her social? Um, so- No. Right now we have... The plans that

you have at the moment are all under employee only. So did you wanna add a dependent or... Um- Yes, yes. Okay. So- I asked, I asked about my wife. I, on the paper I, uh, it's on the, um, on the... what? I fill out, I fill out the form. My wife was there. I, I, I, I, I, uh, I write, I wrote her name. I wrote their name. You can look on that. Okay. Now give me one second. I'm gonna put you in a brief hold. Okay. I have to put you in a brief hold. Mm-hmm. What's your name? Okay, sir. Thank you for your hold. Yeah, so we're still waiting on receiving that deduction from your staffing agency. So at the moment, that card isn't gonna be available for me to send out to you. And, um, regarding your wife, I wouldn't be able to add her anymore because the company's, company open enrollment period ended on the 24th of, of December, which your last day would actually been the 23rd to call and add her, which passed already. You sent them... You sent them, uh, you sent them a message? How did they know? No. Because you can only add dependents within two periods or add any plans in general within your personal open enrollment, which are the first 30 days of receiving your first check, and within company open enrollment period, which for your staffing agency, it was in the month of December, from December 9th up until December 23rd. Okay. So I- So I wouldn't be able to... Mm-hmm. I'll talk to them. What's your name? Mine? Stephanie. Stephanie? Mm-hmm. Okay. Uh, uh, I'll, I'll, I'll call them and then let them know. Okay. Thank you. You're welcome.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Uh, Kashama. I'm calling about, uh, my card. I'm a new, uh, new, uh, new client.

Speaker speaker_0: Okay. Okay, so, um, what agency do you work for?

Speaker speaker_1: For medical, medical, medical insurance.

Speaker speaker_0: Yes. Um, who's your staffing agency that you're working with, sir?

Speaker speaker_1: Oh, oh, okay, okay, all right. That's right. Sorry. Uh, Care Builders.

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

Speaker speaker_1: 8546.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Rengulula Kashama.

Speaker speaker_0: Okay. For security purposes, could you please verify your full address as well as your date of birth?

Speaker speaker_1: D-O-B, uh, March 13, 1962.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And then, uh, my address, 104 Forest Court, Apartment 2.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Louisville, Louisville, Kentucky 40206.

Speaker speaker_0: Okay, thank you. And then is your phone number 200-4023?

Speaker speaker_1: Correct.

Speaker speaker_0: And then I have R-E-V-K-A-S-H-A-M-A @gmail.com?

Speaker speaker_1: Yeah, R-E-V, yeah, Kashama my last name, @gmail.com. Yes.

Speaker speaker_0: Okay, and then how can I help you?

Speaker speaker_1: I told you, I'm calling about, uh, my card, medical card. We need it because, uh, right now, I don't have a... I have a medical issue.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I'm taking, me and my wife are taking, um, the pills every day, but we can't for now because we don't have, uh, insurance.

Speaker speaker_0: Okay. Can, can-

Speaker speaker_1: We... If you can send us, uh, electronic one when you are waiting, uh, the physical card.

Speaker speaker_0: Okay, give me one second. Let me review your account real quick. Give me one second.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So, it looks like we're still waiting on receiving that first deduction from your staffing agency. Um, so here-

Speaker speaker_1: They told me that they send, they told me that, uh, they send you everything.

Speaker speaker_0: So we probably haven't received it yet.

Speaker speaker_1: Oh my gosh.

Speaker speaker_0: Yes, sir. So we're still waiting-

Speaker speaker_1: Wait, wait, wait. You're waiting for what?

Speaker speaker_0: So we're still waiting on receiving that deduction. Um, give me one second. Let me check. Since we haven't received it, your, your card isn't gonna be available yet.

Speaker speaker_1: Well, I, I, I receive, uh... Wait. I receive, I received, uh, one, uh, one message from Chris. How? You said... May I read that?

Speaker speaker_0: Yeah. Uh, what is it, sir?

Speaker speaker_1: Uh, yeah. I received one, uh, one message from you, but, uh, uh, Chris sent, uh, he's the one who say, sent to me that. He said, "Chris, with Benefical, calling on behalf of AGC."

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: "That, uh, trusting, but you're, you're supposed on the policy in fact. You are actually exit out the boxes, so we just, uh, need to verify if you are looking to enroll a dependent into your policy on, on, and if you are, we need to get their information. We will need their first and last name." Yeah. I, uh, I sent, I sent, uh, I sent, uh, information about my wife. It's just me and my wife. That's the dependent I have.

Speaker speaker_0: Yes, sir. Uh, so, yeah, I do see that message, but he was just calling you to get your, um, your spouse information 'cause it was missing. Um, but we're still waiting on receiving the deduction from your staffing agency, so we're-

Speaker speaker_1: No, my wife, my, my, my wife, my, uh, I still did not receive. Wh- what was the, was the, um..... missing is, uh, her, her, what, um, social, social security. She doesn't have her soc- social security number.

Speaker speaker_0: Okay. So are you giving... So are you calling to get... give her social? Um, so-

Speaker speaker_1: No.

Speaker speaker_0: Right now we have... The plans that you have at the moment are all under employee only. So did you wanna add a dependent or... Um-

Speaker speaker_1: Yes, yes.

Speaker speaker_0: Okay. So-

Speaker speaker_1: I asked, I asked about my wife. I, on the paper I, uh, it's on the, um, on the... what? I fill out, I fill out the form. My wife was there. I, I, I, I, I, uh, I write, I wrote her name. I wrote their name. You can look on that.

Speaker speaker_0: Okay. Now give me one second. I'm gonna put you in a brief hold.

Speaker speaker_1: Okay.

Speaker speaker_0: I have to put you in a brief hold. Mm-hmm.

Speaker speaker_1: What's your name?

Speaker speaker_0: Okay, sir. Thank you for your hold. Yeah, so we're still waiting on receiving that deduction from your staffing agency. So at the moment, that card isn't gonna be available for me to send out to you. And, um, regarding your wife, I wouldn't be able to add her anymore because the company's, company open enrollment period ended on the 24th of, of December, which your last day would actually been the 23rd to call and add her, which passed already.

Speaker speaker_1: You sent them... You sent them, uh, you sent them a message? How did they know?

Speaker speaker_0: No. Because you can only add dependents within two periods or add any plans in general within your personal open enrollment, which are the first 30 days of receiving your first check, and within company open enrollment period, which for your staffing agency, it was in the month of December, from December 9th up until December 23rd.

Speaker speaker_1: Okay. So I-

Speaker speaker_0: So I wouldn't be able to... Mm-hmm.

Speaker speaker_1: I'll talk to them. What's your name?

Speaker speaker_0: Mine? Stephanie.

Speaker speaker_1: Stephanie?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay. Uh, uh, I'll, I'll, I'll, I'll call them and then let them know.

Speaker speaker_0: Okay.

Speaker speaker_1: Thank you.

Speaker speaker_0: You're welcome.