

## **Transcript: Francesca**

**Baez-4638845799710720-5264485901090816**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Without a Card. My name is Francesca. How can I assist you today? Yes, my name is Veronica and I work at PRC Staffing. I applied for some benefits, and, um, I noticed it's, um... they had started taking the money out for the VIP plan. Um, she said it might take a minute for the cards to come, but she gave me a number to call and she said I need my ID number to go to a doctor. Okay, let's take a look. What are the last four of your Social? 6814. Please verify your mailing address and date of birth. 113 North Crossing Drive, Columbia, South Carolina 29229. Date of birth is March 2nd, 1970. We have the best phone number to reach you down as 803-543-6282? Yeah. Mm-hmm. And we have your email down at istewart292@yahoo.com. It's not a I, it's an L. It's Istewart292@yahoo. Okay. So your benefits just became effective yesterday. Okay. I will have to take a look and see if they have already put the information into the fr- er, portal, sorry. Due to the fact that usually when they receive the payment is when they start making all of that information and creating it, as well as putting you into their system. Okay. It might, might not be available for me. So bear with me one moment while I take a look and see, okay? Okay. I'll be right back. May I place you on a quick hold? Thank you. Thank you. Thank you for holding this, Youngwater. Yes. So we don't have access to the, uh, digital card yet, but I have a policy number. Well, that's a five digit- Is there any way you could email it to that... You could email it to that em- that email address? The policy number? Yeah. That's all I need, really. I mean- Sure thing. ... well, I don't know if that'll work, but I could give her that. Yeah. It doesn't tell you what my account number is? So when you have health insurance, an account number is your policy number, ma'am. Okay. Yeah, that's all I need then. Can you email it to me? Sure thing. Okay. It's Istewart292@yahoo.com. I appreciate it. Of course. That's what we're here for. Bear with me one moment. I'm almost done making that email to send you your policy number. All right. You're gonna have it from our office email, which is info@benefitswithoutacard and it should be titled Policy Number. Thank you. You're welcome. You have a good day. Thank you. You too. Bye-bye. All right. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits Without a Card. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Yes, my name is Veronica and I work at PRC Staffing. I applied for some benefits, and, um, I noticed it's, um... they had started taking the money out for the VIP plan. Um, she said it might take a minute for the cards to come, but she gave me a number to call and she said I need my ID number to go to a doctor.

Speaker speaker\_1: Okay, let's take a look. What are the last four of your Social?

Speaker speaker\_2: 6814.

Speaker speaker\_1: Please verify your mailing address and date of birth.

Speaker speaker\_2: 113 North Crossing Drive, Columbia, South Carolina 29229. Date of birth is March 2nd, 1970.

Speaker speaker\_1: We have the best phone number to reach you down as 803-543-6282?

Speaker speaker\_2: Yeah. Mm-hmm.

Speaker speaker\_1: And we have your email down at istewart292@yahoo.com.

Speaker speaker\_2: It's not a I, it's an L. It's Istewart292@yahoo.

Speaker speaker\_1: Okay. So your benefits just became effective yesterday.

Speaker speaker\_2: Okay.

Speaker speaker\_1: I will have to take a look and see if they have already put the information into the fr- er, portal, sorry. Due to the fact that usually when they receive the payment is when they start making all of that information and creating it, as well as putting you into their system.

Speaker speaker\_2: Okay.

Speaker speaker\_1: It might, might not be available for me. So bear with me one moment while I take a look and see, okay?

Speaker speaker\_2: Okay.

Speaker speaker\_1: I'll be right back. May I place you on a quick hold?

Speaker speaker\_2: Thank you.

Speaker speaker\_1: Thank you. Thank you for holding this, Youngwater.

Speaker speaker\_2: Yes.

Speaker speaker\_1: So we don't have access to the, uh, digital card yet, but I have a policy number. Well, that's a five digit-

Speaker speaker\_2: Is there any way you could email it to that... You could email it to that em-that email address?

Speaker speaker\_1: The policy number?

Speaker speaker\_2: Yeah. That's all I need, really. I mean-

Speaker speaker\_1: Sure thing.

Speaker speaker\_2: ... well, I don't know if that'll work, but I could give her that. Yeah. It doesn't tell you what my account number is?

Speaker speaker\_1: So when you have health insurance, an account number is your policy number, ma'am.

Speaker speaker\_2: Okay. Yeah, that's all I need then. Can you email it to me?

Speaker speaker\_1: Sure thing.

Speaker speaker\_2: Okay. It's Istewart292@yahoo.com. I appreciate it.

Speaker speaker\_1: Of course. That's what we're here for. Bear with me one moment. I'm almost done making that email to send you your policy number. All right. You're gonna have it from our office email, which is info@benefitswithoutacard and it should be titled Policy Number.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: You're welcome.

Speaker speaker\_2: You have a good day.

Speaker speaker\_1: Thank you. You too. Bye-bye.

Speaker speaker\_2: All right. Bye.