

Transcript: Franchesca

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Full Transcript

Thank you for calling Benefits In A Car. My name is Fran ... assist you today. Yeah. My name, my name is JoAnna Smith. I currently work for MAU and I enrolled in benefits, uh, and they told me to call you, I think. Okay. And how can we assist you regarding those benefits? Um, am I gonna receive a card or anything? Yes, ma'am. Once a benefit is activated, which are usually on Mondays, Friday of that week of activation will be when the carriers will send out those benefit cards. The estimated timeframe for them- Okay. ... to arrive will be three to four weeks, but they can arrive sooner. Okay. All right. That's all I needed to know. Sure thing. Would you like me to check and see if your policy is already active? Sure, you can. What is the last four of your social? 9428. Please verify your mailing address and your date of birth. 201 Elise Drive, Greer, North Carolina 29650. 72266. Please show a best phone number to reach you, same as the one you called on, 864-256-5781, with the email of Bensomjo_anna@yahoo.com. Sorry. It's, uh, B-E-N-S-O-M-J-O_anna@Yahoo. All right. So your policy actually became active this Monday, Ms. Smith. So it will be this Friday when they send out those benefit cards. Let me see if they have the digital- Okay. ... copies available yet. Oh, that's okay. I can wait. I was just wondering. All right. Um, so you do need me to check to see if they have the digital copies? I guess you can. All right. Bear with me one second. I do apologize. The system seems to be running a bit slow today. That's okay. So let me place you in a quick hold while I wait for that system to load. I'll be right back. Okay. Thank you. Thank you so much for holding, Ms. Smith. Yeah. Your benefits cards were actually ready. I went ahead and sent them to your email from our office- Okay. ... at info@benefitsinacar.com. Okay. And then just- All right. Thank you. Of course. And then just keep in mind that your medical plan does have a network requirement. Okay. The list, the list for the... Okay? The phone number for the list of those providers is going to be on that email. And before I let you go, I did want to say currently we do not have a beneficiary for your critical illness or group accident plans. Would you like to provide one today? Um, my daughter. Her name is Sylvia Molina. But I don't know her Social Security number right now. Okay. Since I don't have that with, you know... That's okay. We actually only need her first and last name, and you said that was Sylvia- Okay. ... Molina or Molina? I'm sorry. It's M-O-L-I-N-A. All right. And then the first name was S-Y-L-V-I-A? Right. Understood. You are all set, Ms. Smith. Was there anything else we can assist you with today? That's it. Thank you. It was my pleasure. Have a great day and thank you for your time today. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits In A Car. My name is Fran ... assist you today.

Speaker speaker_1: Yeah. My name, my name is JoAnna Smith. I currently work for MAU and I enrolled in benefits, uh, and they told me to call you, I think.

Speaker speaker_0: Okay. And how can we assist you regarding those benefits?

Speaker speaker_1: Um, am I gonna receive a card or anything?

Speaker speaker_0: Yes, ma'am. Once a benefit is activated, which are usually on Mondays, Friday of that week of activation will be when the carriers will send out those benefit cards. The estimated timeframe for them-

Speaker speaker_1: Okay.

Speaker speaker_0: ... to arrive will be three to four weeks, but they can arrive sooner.

Speaker speaker_1: Okay. All right. That's all I needed to know.

Speaker speaker_0: Sure thing. Would you like me to check and see if your policy is already active?

Speaker speaker_1: Sure, you can.

Speaker speaker_0: What is the last four of your social?

Speaker speaker_1: 9428.

Speaker speaker_0: Please verify your mailing address and your date of birth.

Speaker speaker_1: 201 Elise Drive, Greer, North Carolina 29650. 72266.

Speaker speaker_0: Please show a best phone number to reach you, same as the one you called on, 864-256-5781, with the email of Bensomjo_anna@yahoo.com. Sorry.

Speaker speaker_1: It's, uh, B-E-N-S-O-M-J-O_anna@Yahoo.

Speaker speaker_0: All right. So your policy actually became active this Monday, Ms. Smith. So it will be this Friday when they send out those benefit cards. Let me see if they have the digital-

Speaker speaker_1: Okay.

Speaker speaker_0: ... copies available yet.

Speaker speaker_1: Oh, that's okay. I can wait. I was just wondering.

Speaker speaker_0: All right. Um, so you do need me to check to see if they have the digital copies?

Speaker speaker_1: I guess you can.

Speaker speaker_0: All right. Bear with me one second. I do apologize. The system seems to be running a bit slow today.

Speaker speaker_1: That's okay.

Speaker speaker_0: So let me place you in a quick hold while I wait for that system to load. I'll be right back.

Speaker speaker_1: Okay.

Speaker speaker_0: Thank you. Thank you so much for holding, Ms. Smith.

Speaker speaker_1: Yeah.

Speaker speaker_0: Your benefits cards were actually ready. I went ahead and sent them to your email from our office-

Speaker speaker_1: Okay.

Speaker speaker_0: ... at info@benefitsinacar.com.

Speaker speaker_1: Okay.

Speaker speaker_0: And then just-

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: Of course. And then just keep in mind that your medical plan does have a network requirement.

Speaker speaker_1: Okay.

Speaker speaker_0: The list, the list for the... Okay? The phone number for the list of those providers is going to be on that email. And before I let you go, I did want to say currently we do not have a beneficiary for your critical illness or group accident plans. Would you like to provide one today?

Speaker speaker_1: Um, my daughter. Her name is Sylvia Molina. But I don't know her Social Security number right now.

Speaker speaker_0: Okay.

Speaker speaker_1: Since I don't have that with, you know...

Speaker speaker_0: That's okay. We actually only need her first and last name, and you said that was Sylvia-

Speaker speaker_1: Okay.

Speaker speaker_0: ... Molina or Molina? I'm sorry.

Speaker speaker_1: It's M-O-L-I-N-A.

Speaker speaker_0: All right. And then the first name was S-Y-L-V-I-A?

Speaker speaker_1: Right.

Speaker speaker_0: Understood. You are all set, Ms. Smith. Was there anything else we can assist you with today?

Speaker speaker_1: That's it. Thank you.

Speaker speaker_0: It was my pleasure. Have a great day and thank you for your time today.

Speaker speaker_1: All right. Bye-bye.