

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hey, how you doing? My name is, um, Sammy Hamlin. I'm at... I have gone some insurance with you guys. Um, I need my insurance cards. I don't have any of my cards. Okay. So the insurance is with your staffing company. Let's see if you're active. Which staffing company do you work with? MAU. What are the last four of the social? 8937. I think I got three of them, if I'm not, I'm not mistaken. I need, um... Well, actually I need all three of them. I think I got the, uh, the eyes and, um, health and something else. Please verify your mailing address and date of birth. My name? Your mailing address and your date of birth. Oh, my mailing address is 247 Stuart Drive, Aiken, South Carolina 29801. My date of birth is February the 13th, 1966. Y'all might not have the same address on there, because I moved last year about this time right here. I don't know if I gave it to y'all or not. It looks like you did, sir. I have a different address on file. Okay. Sir, if I have a different address on file, I need you to verify the address on file, so that I am able to locate the account and be able to actually get the card, if you'd be so kind. The address on file? Yes, sir. So if it's not the one that you provided and you believe is your new address, can you please provide that address to see if it's the one on file? Okay. Hold on. Let me see. Huh. Um, 239 Cherokee Street. What is the city, state and zip code? Aiken, South Carolina 29801. I have best phone number to contact you as 226-0446? No, that's another. I got another one of them to... It's ... Oh. Mm-hmm. You ready? Yes, sir. 803-979-0781. Okay. So I have that as 979-0781? Yes, ma'am. All right. And then last thing will be, I have your email shown as your first and last name, number four eight at gmail.com? Yeah, that's it. All right. Bear with me one moment. I'm going to place you in a quick hold, so that I can download your cards, and I'll be right back. Oh, can I tell you guys something? Go ahead. Um, the last cards y'all sent me, they wasn't cards. They was like stickers or something, you know. I, I didn't... I still haven't used those. I don't even know where they are catered to, but, um, they was like stickers. They weren't cards. Like paper stickers or something. Benefits in a Card does not own any of the plans. We are not the carrier. We only administer the benefits. The carriers are the one that send those cards out. To our understanding, whatever it was that they sent out will be what they send after the initial card has been lost. Okay. Well... So if I do get- Can I get these cards this time? If I request for them to put in another order of them, they're going to be sending out the same type of cards that you got last time. Those weren't cards that I got last time. What I'm trying to tell you. And I understand that, sir. But what I'm trying to inform you is that per the policy of your carriers, those are the cards that they provide. Okay. There won't be any other different cards being sent. All right. Well, can you just make sure I get all three of them, please? 'Cause they didn't send me all three of them last time. They sent me two of one, and one of the other. I can make sure to put in the request but unfortunately, we don't have access to tracking those cards once

they send them over. But if you do not see it within a month after today, give us a call and we'll put in a request. All right. Okay. Now, as far as the benefit cards that we sent over to you today to your email, you will be receiving them from info@benefitsinacard.com. On my email? Yes, sir. It will be three PDF files in there. Okay. So you saying you sending them now? Yes, sir. I have sent them over already. Oh, okay then. All right. And I put in the request for those cards to be sent to you one more time to 239 Cherokee Street, Aiken- No, no. That's not the address. That's my old address. Okay. So which is supposed to be the address where we're going to get these cards delivered to, sir? 247 Stuart Drive. Now that address is- Okay. Due to me being recorded, I do have to ask, that is the address that was changed by you previously to the 239 Cherokee Street? No, that's not- I just need verbal confirm... Mr. Sammy, I understand. I'm just saying this because my line is recorded. Okay. It's just per company procedures. Um, I just need verbal confirmation that you're requesting these new mail orders sent to 247 Stuart Drive, correct? Yes, ma'am. All right, so I'll go ahead and put that in there to be sent to that old address. Do you also want me to change that address on the account? Yes, ma'am. Okay. I'll go ahead and switch that back as well. And then, I showed that the ZIP code for that address is the same one, 29801. Is this correct? Yes, ma'am. All right. And then is a home address, there's no unit or apartment number that I will need to add? A what? Apartment number? Yes, sir. There's no unit or apartment number that I have to add to the address, correct? No, no, no, no. All right. So we are all set. I sent the new request for physical cards to be sent to you to 247 Stuart Drive. I changed the address and phone number on your account, and I sent you those digital copies of your benefit cards. Okay. Is there anything else I can help you with today? No, ma'am. I appreciate it. It was my pleasure. Have a wonderful rest of your day. Thank you.

Conversation Format

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

Speaker speaker_1: Hey, how you doing? My name is, um, Sammy Hamlin. I'm at... I have gone some insurance with you guys. Um, I need my insurance cards. I don't have any of my cards.

Speaker speaker_0: Okay. So the insurance is with your staffing company. Let's see if you're active. Which staffing company do you work with?

Speaker speaker_1: MAU.

Speaker speaker_0: What are the last four of the social?

Speaker speaker_1: 8937. I think I got three of them, if I'm not, I'm not mistaken. I need, um... Well, actually I need all three of them. I think I got the, uh, the eyes and, um, health and something else.

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

Speaker speaker_1: My name?

Speaker speaker_0: Your mailing address and your date of birth.

Speaker speaker_1: Oh, my mailing address is 247 Stuart Drive, Aiken, South Carolina 29801. My date of birth is February the 13th, 1966. Y'all might not have the same address on there, because I moved last year about this time right here. I don't know if I gave it to y'all or not.

Speaker speaker_0: It looks like you did, sir. I have a different address on file.

Speaker speaker_1: Okay.

Speaker speaker_0: Sir, if I have a different address on file, I need you to verify the address on file, so that I am able to locate the account and be able to actually get the card, if you'd be so kind.

Speaker speaker_1: The address on file?

Speaker speaker_0: Yes, sir. So if it's not the one that you provided and you believe is your new address, can you please provide that address to see if it's the one on file?

Speaker speaker_1: Okay. Hold on. Let me see. Huh. Um, 239 Cherokee Street.

Speaker speaker_0: What is the city, state and zip code?

Speaker speaker_1: Aiken, South Carolina 29801.

Speaker speaker_0: I have best phone number to contact you as 226-0446?

Speaker speaker_1: No, that's another. I got another one of them to... It's ...

Speaker speaker_0: Oh. Mm-hmm.

Speaker speaker_1: You ready?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: 803-979-0781.

Speaker speaker_0: Okay. So I have that as 979-0781?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. And then last thing will be, I have your email shown as your first and last name, number four eight at gmail.com?

Speaker speaker_1: Yeah, that's it.

Speaker speaker_0: All right. Bear with me one moment. I'm going to place you in a quick hold, so that I can download your cards, and I'll be right back.

Speaker speaker_1: Oh, can I tell you guys something?

Speaker speaker_0: Go ahead.

Speaker speaker_1: Um, the last cards y'all sent me, they wasn't cards. They was like stickers or something, you know. I, I didn't... I still haven't used those. I don't even know where they are catered to, but, um, they was like stickers. They weren't cards. Like paper stickers or something.

Speaker speaker_0: Benefits in a Card does not own any of the plans. We are not the carrier. We only administer the benefits. The carriers are the one that send those cards out. To our understanding, whatever it was that they sent out will be what they send after the initial card has been lost.

Speaker speaker_1: Okay. Well...

Speaker speaker_0: So if I do get-

Speaker speaker_1: Can I get these cards this time?

Speaker speaker_0: If I request for them to put in another order of them, they're going to be sending out the same type of cards that you got last time.

Speaker speaker_1: Those weren't cards that I got last time. What I'm trying to tell you.

Speaker speaker_0: And I understand that, sir. But what I'm trying to inform you is that per the policy of your carriers, those are the cards that they provide.

Speaker speaker_1: Okay.

Speaker speaker_0: There won't be any other different cards being sent.

Speaker speaker_1: All right. Well, can you just make sure I get all three of them, please? 'Cause they didn't send me all three of them last time. They sent me two of one, and one of the other.

Speaker speaker_0: I can make sure to put in the request but unfortunately, we don't have access to tracking those cards once they send them over. But if you do not see it within a month after today, give us a call and we'll put in a request.

Speaker speaker_1: All right.

Speaker speaker_0: Okay. Now, as far as the benefit cards that we sent over to you today to your email, you will be receiving them from info@benefitsinacard.com.

Speaker speaker_1: On my email?

Speaker speaker_0: Yes, sir. It will be three PDF files in there.

Speaker speaker_1: Okay. So you saying you sending them now?

Speaker speaker_0: Yes, sir. I have sent them over already.

Speaker speaker_1: Oh, okay then.

Speaker speaker_0: All right. And I put in the request for those cards to be sent to you one more time to 239 Cherokee Street, Aiken-

Speaker speaker_1: No, no. That's not the address. That's my old address.

Speaker speaker_0: Okay. So which is supposed to be the address where we're going to get these cards delivered to, sir?

Speaker speaker_1: 247 Stuart Drive. Now that address is-

Speaker speaker_0: Okay. Due to me being recorded, I do have to ask, that is the address that was changed by you previously to the 239 Cherokee Street?

Speaker speaker_1: No, that's not-

Speaker speaker_0: I just need verbal confirm... Mr. Sammy, I understand. I'm just saying this because my line is recorded.

Speaker speaker_1: Okay.

Speaker speaker_0: It's just per company procedures. Um, I just need verbal confirmation that you're requesting these new mail orders sent to 247 Stuart Drive, correct?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right, so I'll go ahead and put that in there to be sent to that old address. Do you also want me to change that address on the account?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. I'll go ahead and switch that back as well. And then, I showed that the ZIP code for that address is the same one, 29801. Is this correct?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. And then is a home address, there's no unit or apartment number that I will need to add?

Speaker speaker_1: A what? Apartment number?

Speaker speaker_0: Yes, sir. There's no unit or apartment number that I have to add to the address, correct?

Speaker speaker_1: No, no, no, no.

Speaker speaker_0: All right. So we are all set. I sent the new request for physical cards to be sent to you to 247 Stuart Drive. I changed the address and phone number on your account, and I sent you those digital copies of your benefit cards.

Speaker speaker_1: Okay.

Speaker speaker_0: Is there anything else I can help you with today?

Speaker speaker_1: No, ma'am. I appreciate it.

Speaker speaker_0: It was my pleasure. Have a wonderful rest of your day.

Speaker speaker_1: Thank you.