

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits. My name is Francesca. How can I help you? Hi, hon. Um, my name is Dustin Mosser, and I am having a procedure done and I need my, uh, insurance number, I guess. What staffing company do you work with? Uh, Hydro-Gear ISS. Okay. And what is your social? What are the last four of the social? Uh, 2-5-0-9. Please verify your mailing address and date of birth to make sure I have the right account in front of me. Yeah, absolutely. Um, 224 South Beach Street, Arthur, Illinois, 61911. And what was that date of birth, ma'am? Oh, I'm so sorry. Uh, 10/13/70. We have best contact to 17-552-6765 with your email down as first initial, last name 136gmail.com? Yes, ma'am. Okay. So there's your specific carrier for your medical plan. They don't do any physical cards sent over the mail. They only do a digital one that they sent over to the email and filed. Did you need me to request a physical card to be sent to you? Yes, please. All right. And, um, i- i- if I could, can I get a, a number on that? Um, because I'm having a procedure done and they needed information for that. Yes, ma'am. I'm sending you a digital copy of your benefits card and also putting in that request. Oh, thank you so much, dear. Of course. Okay, so the email was sent over from our office email, which is info@benefits.inocar. Okay. And it will be titled "ID Card." It's going to be a PDF- Okay. ... as they form of an attachment in there. Okay. That's wonderful. Thank you, hon. Sure thing. Was there anything else we can assist you with today? No, ma'am. You've been wonderful. Thank you, dear. My pleasure. Have a great day, and thank you for your time today. You too. You too. Bye-bye. Mm-hmm.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits. My name is Francesca. How can I help you?

Speaker speaker_1: Hi, hon. Um, my name is Dustin Mosser, and I am having a procedure done and I need my, uh, insurance number, I guess.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Uh, Hydro-Gear ISS.

Speaker speaker_0: Okay. And what is your social? What are the last four of the social?

Speaker speaker_1: Uh, 2-5-0-9.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker_1: Yeah, absolutely. Um, 224 South Beach Street, Arthur, Illinois, 61911.

Speaker speaker_0: And what was that date of birth, ma'am?

Speaker speaker_1: Oh, I'm so sorry. Uh, 10/13/70.

Speaker speaker_0: We have best contact to 17-552-6765 with your email down as first initial, last name 136gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So there's your specific carrier for your medical plan. They don't do any physical cards sent over the mail. They only do a digital one that they sent over to the email and filed. Did you need me to request a physical card to be sent to you?

Speaker speaker_1: Yes, please.

Speaker speaker_0: All right.

Speaker speaker_1: And, um, i- i- if I could, can I get a, a number on that? Um, because I'm having a procedure done and they needed information for that.

Speaker speaker_0: Yes, ma'am. I'm sending you a digital copy of your benefits card and also putting in that request.

Speaker speaker_1: Oh, thank you so much, dear.

Speaker speaker_0: Of course. Okay, so the email was sent over from our office email, which is info@benefits.inocar.

Speaker speaker_1: Okay.

Speaker speaker_0: And it will be titled "ID Card." It's going to be a PDF-

Speaker speaker_1: Okay.

Speaker speaker_0: ... as they form of an attachment in there.

Speaker speaker_1: Okay. That's wonderful. Thank you, hon.

Speaker speaker_0: Sure thing. Was there anything else we can assist you with today?

Speaker speaker_1: No, ma'am. You've been wonderful. Thank you, dear.

Speaker speaker_0: My pleasure. Have a great day, and thank you for your time today.

Speaker speaker_1: You too. You too. Bye-bye.

Speaker speaker_0: Mm-hmm.