

Transcript: Francesca

Baez-4864215299440640-6181185902919680

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hi, this is Tina Chenault, and I'm just calling back. I, I called earlier, and someone was supposed to send me the guide, um, for the new open enrollment, and I still haven't received it in my email yet, so I just wanted to call back 'cause I only have till Monday to do it. What staffing company do you work with? Um, Virtella. What are the last four of your Socials? 95-53. And the last name, please? Chenault, C-H-E-N-A-U-L-T. Please verify your mailing address and date of birth to make sure I'm in the right account. It's 830 Cloudy Wayne Drive, Apartment 400, Indianapolis, Indiana 46227. And your date of birth, ma'am? It's 11/5/62. We have the best phone number to reach you down as 317-797-9584, I mean 87, sorry. Click yes. Oh, I think I know why you haven't received it. Your email is in the system down as tina, your last name, number one, @htmlmail.com. I'm guessing it's supposed to be hotmail. It's Hotmail. Yeah, it's supposed to be Hotmail. Yeah, so that's definitely the reason 'cause I do see here the previous person that sent it out did not notice the missing O. Okay. Let's see. Okay, so I'm sending it from our office email, which is info@benefitsinacard.com. Okay. It should be titled Benefit Guide. Let me know when you see it. Okay. And if it doesn't pop up right away on the inbox, it might be in the junk or spam mail 'cause sometimes it does go there as well. Okay. Depending on how you have that set up. Yeah, there's nothing in my junk mail. Oh yeah, there is. Yay. It is there. Oh, you found it? Yes. Yes, it is there. There we go. Yay. All right, thank you so much. Of course. It was my pleasure. Was there anything else I can assist you with today? I think that's it. Oh, by the way, um,- Mm-hmm. ... is this Blue Cross and Blue Shield insurance or is it UnitedHealthcare? It's gonna be neither of those two, um, due to the fact that both companies that you just mentioned, they offer major medical insurance. Uh-huh. Either PPO or limited plan. Um, specifically speaking, the carriers will be American Public Life and 90 Degree for Medical. Okay. Um, it is going to be MetLife or Zichem- Ah, okay. ... American Public Life with Carrington Network for dental then. Okay. All right. All right, well, thank you so much. Of course. And then if you look into the, um, digital ones- Uh-huh. ... and the primary virtual ones, those will be with the carrier Lyric Health. Okay. All right. All right, well, thank you so much. Of course. And then we're here 8:00 AM to 8:00 PM Eastern Time, Monday through Fridays. All right. All right. Thank you so much for calling in today, and it was a pleasure speaking with you. All right. Bye-bye. Goodbye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hi, this is Tina Chenault, and I'm just calling back. I, I called earlier, and someone was supposed to send me the guide, um, for the new open enrollment, and I still haven't received it in my email yet, so I just wanted to call back 'cause I only have till Monday to do it.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Um, Virtella.

Speaker speaker_1: What are the last four of your Socials?

Speaker speaker_2: 95-53.

Speaker speaker_1: And the last name, please?

Speaker speaker_2: Chenault, C-H-E-N-A-U-L-T.

Speaker speaker_1: Please verify your mailing address and date of birth to make sure I'm in the right account.

Speaker speaker_2: It's 830 Cloudy Wayne Drive, Apartment 400, Indianapolis, Indiana 46227.

Speaker speaker_1: And your date of birth, ma'am?

Speaker speaker_2: It's 11/5/62.

Speaker speaker_1: We have the best phone number to reach you down as 317-797-9584, I mean 87, sorry.

Speaker speaker_2: Click yes.

Speaker speaker_1: Oh, I think I know why you haven't received it. Your email is in the system down as tina, your last name, number one, @htmlmail.com. I'm guessing it's supposed to be hotmail.

Speaker speaker_2: It's Hotmail. Yeah, it's supposed to be Hotmail.

Speaker speaker_1: Yeah, so that's definitely the reason 'cause I do see here the previous person that sent it out did not notice the missing O.

Speaker speaker_2: Okay.

Speaker speaker_1: Let's see. Okay, so I'm sending it from our office email, which is info@benefitsinacard.com.

Speaker speaker_2: Okay.

Speaker speaker_1: It should be titled Benefit Guide. Let me know when you see it.

Speaker speaker_2: Okay.

Speaker speaker_1: And if it doesn't pop up right away on the inbox, it might be in the junk or spam mail 'cause sometimes it does go there as well.

Speaker speaker_2: Okay.

Speaker speaker_1: Depending on how you have that set up.

Speaker speaker_2: Yeah, there's nothing in my junk mail. Oh yeah, there is. Yay. It is there.

Speaker speaker_1: Oh, you found it?

Speaker speaker_2: Yes. Yes, it is there.

Speaker speaker_1: There we go.

Speaker speaker_2: Yay. All right, thank you so much.

Speaker speaker_1: Of course. It was my pleasure. Was there anything else I can assist you with today?

Speaker speaker_2: I think that's it. Oh, by the way, um,-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... is this Blue Cross and Blue Shield insurance or is it UnitedHealthcare?

Speaker speaker_1: It's gonna be neither of those two, um, due to the fact that both companies that you just mentioned, they offer major medical insurance.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Either PPO or limited plan. Um, specifically speaking, the carriers will be American Public Life and 90 Degree for Medical.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, it is going to be MetLife or Zichem-

Speaker speaker_2: Ah, okay.

Speaker speaker_1: ... American Public Life with Carrington Network for dental then.

Speaker speaker_2: Okay. All right. All right, well, thank you so much.

Speaker speaker_1: Of course. And then if you look into the, um, digital ones-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... and the primary virtual ones, those will be with the carrier Lyric Health.

Speaker speaker_2: Okay. All right. All right, well, thank you so much.

Speaker speaker_1: Of course. And then we're here 8:00 AM to 8:00 PM Eastern Time, Monday through Fridays.

Speaker speaker_2: All right.

Speaker speaker_1: All right. Thank you so much for calling in today, and it was a pleasure speaking with you.

Speaker speaker_2: All right.

Speaker speaker_1: Bye-bye.

Speaker speaker_2: Goodbye.