

Transcript: Francesca

Baez-4967666859819008-5622185616654336

Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hi. Yes, my name's Shatera Dotson. Um, I work for, uh, ISS and I never got my benefits card or my medical card, and I was just wondering if y'all could resend them to me and send me some, uh, some, uh, virtual ones as well because I don't have them at all. Okay. Let's take a look to see what is the status of your account. What are the last four of your Social? 3507. Bear with me one moment. And what was the last name? Uh, Dotson. B-O-T-S-O-N. Could you please verify your mailing address for me and your date of birth? It is 3019 Martha Street, Belleville, Illinois 62226. And then my date of birth is 09/30/2004. There's no unit or apartment number to your address. Is this correct? I'm so sorry, what was that? Yes, Ms. Dotson, is there any unit or apartment number to your address? Uh, it's, it's a house. It's, uh, 3019-Martha Street, Belleville, Illinois 62226? Yes. Okay. So, I see the reason why you did not receive any physical card. Um, before that, I do want to verify we have the best contact information for you, which our system shows down the phone number same as the one you called on which will be that 903-330-4056 with the email of dot your last, I mean, your first name @gmail.com. Uh, it's 40, uh, 53. Yes, ma'am. And yes, that's the correct email. Okay. So the reason why you have not gotten any physical card is due to the fact that that specific plan you selected which is the medical with the carrier American Public Life- Mm-hmm. ... they only do a digital copy of it sent to the email in file which eight out of ten to be quite honest, they either it gets lost in your spam or junk mail, so that will be the reason why you were not able to see it even in your email. Okay. I'm gonna go ahead and place you on a quick hold to download that benefit card and send that mail order for you, and I'll be right back. All righty. Great. Thank you. Please hold. Thank you so much for holding. I apologize for the long wait. Oh, you're fine. So I went ahead and put in that card request for you, and then you should be receiving that email from our office email which is info@benefitsinacard.com, and it'll be titled ID Card. Okay. I just got it. All right. Was there anything else besides me sending that virtual card and requesting a mail order for us to assist you with? Uh, no, ma'am. All right. I hope you have a wonderful rest of your day, and thank you for your time today. Thank you. Bye-bye.

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: Hi. Yes, my name's Shatera Dotson. Um, I work for, uh, ISS and I never got my benefits card or my medical card, and I was just wondering if y'all could resend them to

me and send me some, uh, some, uh, virtual ones as well because I don't have them at all.

Speaker speaker_0: Okay. Let's take a look to see what is the status of your account. What are the last four of your Social?

Speaker speaker_1: 3507.

Speaker speaker_0: Bear with me one moment. And what was the last name?

Speaker speaker_1: Uh, Dotson. B-O-T-S-O-N.

Speaker speaker_0: Could you please verify your mailing address for me and your date of birth?

Speaker speaker_1: It is 3019 Martha Street, Belleville, Illinois 62226. And then my date of birth is 09/30/2004.

Speaker speaker_0: There's no unit or apartment number to your address. Is this correct?

Speaker speaker_1: I'm so sorry, what was that?

Speaker speaker_0: Yes, Ms. Dotson, is there any unit or apartment number to your address?

Speaker speaker_1: Uh, it's, it's a house. It's, uh, 3019-

Speaker speaker_0: Martha Street, Belleville, Illinois 62226?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So, I see the reason why you did not receive any physical card. Um, before that, I do want to verify we have the best contact information for you, which our system shows down the phone number same as the one you called on which will be that 903-330-4056 with the email of dot your last, I mean, your first name @gmail.com.

Speaker speaker_1: Uh, it's 40, uh, 53.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: And yes, that's the correct email.

Speaker speaker_0: Okay. So the reason why you have not gotten any physical card is due to the fact that that specific plan you selected which is the medical with the carrier American Public Life-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... they only do a digital copy of it sent to the email in file which eight out of ten to be quite honest, they either it gets lost in your spam or junk mail, so that will be the reason why you were not able to see it even in your email.

Speaker speaker_1: Okay.

Speaker speaker_0: I'm gonna go ahead and place you on a quick hold to download that benefit card and send that mail order for you, and I'll be right back.

Speaker speaker_1: All righty.

Speaker speaker_0: Great. Thank you. Please hold. Thank you so much for holding. I apologize for the long wait.

Speaker speaker_1: Oh, you're fine.

Speaker speaker_0: So I went ahead and put in that card request for you, and then you should be receiving that email from our office email which is info@benefitsinacard.com, and it'll be titled ID Card.

Speaker speaker_1: Okay. I just got it.

Speaker speaker_0: All right. Was there anything else besides me sending that virtual card and requesting a mail order for us to assist you with?

Speaker speaker_1: Uh, no, ma'am.

Speaker speaker_0: All right. I hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_1: Thank you.

Speaker speaker_0: Bye-bye.