

Transcript: Francesca

Baez-5187593407086592-6708663641489408

Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Yes, hello, this is Raphael Wells. I was calling to see why I haven't received my insurance card. Okay. Let's take a look at your staffing company policy. What staffing company do you work with? Uh, WorkSmart. What are the last four of your social and the last name, please? 5402 and Wells. To make sure that I have the right account in front of me, can you please verify your mailing address and your date of birth? 1300 26th Avenue East, Sausalito, Alabama 35404. Okay. I'm still missing a date of birth, so if you'd be so kind. Um, May 22nd, 1986. I have customer number 60523... I mean, sorry, 205-239-6462? Yes. And then I have your email down as farafwells.wells794@gmail.com. Yes. Okay. So your benefits became effective on January 20th, 2025. The benefit card will have been sent out on the 24th. So it could still be en route. I can go ahead and provide you a digital copy, if you like, to send to your email for your medical preventative plan. Okay. Well, can you text it? No, sir. Then ... unfortunately, this is a call center. We're limited to emails only. Okay. Well, can you give me the number? The email. I think my email probably full. Excuse me? Can you give me the card number, the insurance number? But you said the benefits through, um... What's the company is? The card group. Your carrier is 90 Degree. Did you not want me to send you a copy to your email? Yes. Okay. The carrier for that plan will be 90 Degree, but keep in mind that plan does have a network requirement. Okay. All right. Bear with me one moment while I place you on hold while I get that benefit card.

Conversation Format

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

Speaker speaker_1: Yes, hello, this is Raphael Wells. I was calling to see why I haven't received my insurance card.

Speaker speaker_0: Okay. Let's take a look at your staffing company policy. What staffing company do you work with?

Speaker speaker_1: Uh, WorkSmart.

Speaker speaker_0: What are the last four of your social and the last name, please?

Speaker speaker_1: 5402 and Wells.

Speaker speaker_0: To make sure that I have the right account in front of me, can you please verify your mailing address and your date of birth?

Speaker speaker_1: 1300 26th Avenue East, Sausalito, Alabama 35404.

Speaker speaker_0: Okay. I'm still missing a date of birth, so if you'd be so kind.

Speaker speaker_1: Um, May 22nd, 1986.

Speaker speaker_0: I have customer number 60523... I mean, sorry, 205-239-6462?

Speaker speaker_1: Yes.

Speaker speaker_0: And then I have your email down as farafwells.wells794@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So your benefits became effective on January 20th, 2025. The benefit card will have been sent out on the 24th. So it could still be en route. I can go ahead and provide you a digital copy, if you like, to send to your email for your medical preventative plan.

Speaker speaker_1: Okay. Well, can you text it?

Speaker speaker_0: No, sir.

Speaker speaker_1: Then ... unfortunately, this is a call center. We're limited to emails only. Okay. Well, can you give me the number?

Speaker speaker_0: The email.

Speaker speaker_1: I think my email probably full.

Speaker speaker_0: Excuse me?

Speaker speaker_1: Can you give me the card number, the insurance number? But you said the benefits through, um... What's the company is? The card group.

Speaker speaker_0: Your carrier is 90 Degree. Did you not want me to send you a copy to your email?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. The carrier for that plan will be 90 Degree, but keep in mind that plan does have a network requirement.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Bear with me one moment while I place you on hold while I get that benefit card.