

Transcript: Francesca

Baez-5253027850043392-4519739493662720

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, Francesca. Um, I was wondering if I could give you my information so you could answer some questions. Okay. What type of questions did you have? I'm sorry. Um, it's about my dental, um, account and just, um, my group policy. Now, when you say your dental account, do you mean the online account with American Public Life or the one where you're enrolled into the benefits? My enrollment. I just got off the phone with somebody and I'm just calling back. Okay. What staffing company do you work with? BGSS. What are the last four of your Social? 2257. Lisa Bauer. And for security purposes, can you please verify your mailing address and date of birth? 7-25-90 945 Ogden Street, Denver, Colorado 80218. And my email is LISD25@hotmail, and my number is 720-400-3114. All right, and how can we assist you today? Um, so I just tried to call and make an appointment, and then they called you to verify that my account was covered under them and they got verification that it was covered. Um, I was wondering if you could provide me with my ID number, because she kept asking me that and you guys just sent me an email with my benefits card, but there's no ID number on it. And so I'm just confused when they ask for an ID number, what number am I supposed to give them? You'll have to actually speak with American Public Life in regards to that. 'Cause we're just the account administrator, I wouldn't be able to guide you as to what they need as far as asking for that- Okay. ... ID number. Um, okay. Sounds good. Thank you.

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, Francesca. Um, I was wondering if I could give you my information so you could answer some questions.

Speaker speaker_1: Okay. What type of questions did you have? I'm sorry.

Speaker speaker_2: Um, it's about my dental, um, account and just, um, my group policy.

Speaker speaker_1: Now, when you say your dental account, do you mean the online account with American Public Life or the one where you're enrolled into the benefits?

Speaker speaker_2: My enrollment. I just got off the phone with somebody and I'm just calling back.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: BGSS.

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

Speaker speaker_2: 2257. Lisa Bauer.

Speaker speaker_1: And for security purposes, can you please verify your mailing address and date of birth?

Speaker speaker_2: 7-25-90 945 Ogden Street, Denver, Colorado 80218. And my email is LISD25@hotmail, and my number is 720-400-3114.

Speaker speaker_1: All right, and how can we assist you today?

Speaker speaker_2: Um, so I just tried to call and make an appointment, and then they called you to verify that my account was covered under them and they got verification that it was covered. Um, I was wondering if you could provide me with my ID number, because she kept asking me that and you guys just sent me an email with my benefits card, but there's no ID number on it. And so I'm just confused when they ask for an ID number, what number am I supposed to give them?

Speaker speaker_1: You'll have to actually speak with American Public Life in regards to that. 'Cause we're just the account administrator, I wouldn't be able to guide you as to what they need as far as asking for that-

Speaker speaker_2: Okay.

Speaker speaker_1: ... ID number.

Speaker speaker_2: Um, okay. Sounds good. Thank you.