

## **Transcript: Francesca**

**Baez-5315216489267200-5706363288109056**

### **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 there. This is Greg Wagner. Hey, I got an email to apply for Benefits in a Card through our, uh, employee. And, uh, it looks like, uh, when I put everything in, I did not get my s- wife's information in there. Hm. Can you tell me what staffing company do you work with? What's that? What staffing company do you- It's assoc- it's- it's, uh, Associated Financing, but I work for Northwest Natural Gas. Oh, my little baby, I'm here. I love you. What? Or Social Sage Staffing is the name of the company that I got the email from. Okay. I know. You didn't hear me, but I love you. And they do all our- Okay. ... they do all our paperwork and our payments and time cards and stuff. All right, bear with me one moment. Okay. Let's see. There's a couple otherwise it might be under Lexington Renewable Energy or- Oh, no, is this- ... Northwest Natural Gas. No, sir. It's okay. It's just your staffing company that you're with, um, is a new client with us, so I was just getting to the right place on the system. Okay. Thank you. What are the last four of your social? Uh, it's, uh, 503664735. And we did say last name was Wagner, correct? Yeah. Wagner, yep. All right, and then to make sure I'm on the record account, can you please verify your mailing address and date of birth for me? It's, uh, 806 West 10th Street, Lexington, Nebraska, zip's at 68850. And you wanted my age or date of birth? Date of birth. Yes, sir. That is 5/10/1953. May I have best contact, 324-6605? Yep. And may I have your email down as waxell67@yahoo.com? Yep. Okay. And then you had all three of those benefits, Vision, VIP Choice and MEC Tailor RG for yourself and spouse, correct? Yep. Okay. What is your spouse first name? It's Krispie. It's K-R-I-S-P-I-E. And the last name? Is Wagner, W-A-G-N-E-R. Any chance you have her social? If not, it's okay. Uh, yeah, it was 505-822184. And lastly, her date of birth? Is 7/19/1956. 7/19/56. Yep. All right, so you are all set. Keep in mind coverage should be effective January 6th. Same week of that Friday, which will be January 10th, will be when the carrier send out your benefit card. Okay. Now, the VIP Choice is gonna be with the carrier American Public Life. Yeah. For some reason their medical plan, they only do a digital c-copy sent to your email. So if you want a hard copy after January 6th, give us a call and we can put in a mail request for you. Oh, that's fine. All right. And was there anything else we can assist you with today? That should do it. Thank you very much. Thank you for giving us that call back. I hope you have a wonderful rest of your day. You too. Bye.

### **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 there. This is Greg Wagner. Hey, I got an email to apply for Benefits in a Card through our, uh, employee. And, uh, it looks like, uh, when I put everything in, I did not get my s- wife's information in there.

Speaker speaker\_1: Hm. Can you tell me what staffing company do you work with?

Speaker speaker\_2: What's that?

Speaker speaker\_1: What staffing company do you-

Speaker speaker\_2: It's assoc- it's- it's, uh, Associated Financing, but I work for Northwest Natural Gas.

Speaker speaker\_3: Oh, my little baby, I'm here. I love you. What?

Speaker speaker\_2: Or Social Sage Staffing is the name of the company that I got the email from.

Speaker speaker\_1: Okay.

Speaker speaker\_3: I know. You didn't hear me, but I love you.

Speaker speaker\_2: And they do all our-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... they do all our paperwork and our payments and time cards and stuff.

Speaker speaker\_1: All right, bear with me one moment.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Let's see.

Speaker speaker\_2: There's a couple otherwise it might be under Lexington Renewable Energy or-

Speaker speaker\_1: Oh, no, is this-

Speaker speaker\_2: ... Northwest Natural Gas.

Speaker speaker\_1: No, sir. It's okay. It's just your staffing company that you're with, um, is a new client with us, so I was just getting to the right place on the system.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: What are the last four of your social?

Speaker speaker\_2: Uh, it's, uh, 503664735.

Speaker speaker\_1: And we did say last name was Wagner, correct?

Speaker speaker\_2: Yeah. Wagner, yep.

Speaker speaker\_1: All right, and then to make sure I'm on the record account, can you please verify your mailing address and date of birth for me?

Speaker speaker\_2: It's, uh, 806 West 10th Street, Lexington, Nebraska, zip's at 68850. And you wanted my age or date of birth?

Speaker speaker\_1: Date of birth. Yes, sir.

Speaker speaker\_2: That is 5/10/1953.

Speaker speaker\_1: May I have best contact, 324-6605?

Speaker speaker\_2: Yep.

Speaker speaker\_1: And may I have your email down as waxell67@yahoo.com?

Speaker speaker\_2: Yep.

Speaker speaker\_1: Okay. And then you had all three of those benefits, Vision, VIP Choice and MEC Tailor RG for yourself and spouse, correct?

Speaker speaker\_2: Yep.

Speaker speaker\_1: Okay. What is your spouse first name?

Speaker speaker\_2: It's Krispie. It's K-R-I-S-P-I-E.

Speaker speaker\_1: And the last name?

Speaker speaker\_2: Is Wagner, W-A-G-N-E-R.

Speaker speaker\_1: Any chance you have her social? If not, it's okay.

Speaker speaker\_2: Uh, yeah, it was 505-822184.

Speaker speaker\_1: And lastly, her date of birth?

Speaker speaker\_2: Is 7/19/1956.

Speaker speaker\_1: 7/19/56.

Speaker speaker\_2: Yep.

Speaker speaker\_1: All right, so you are all set. Keep in mind coverage should be effective January 6th. Same week of that Friday, which will be January 10th, will be when the carrier send out your benefit card.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Now, the VIP Choice is gonna be with the carrier American Public Life.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: For some reason their medical plan, they only do a digital c-copy sent to your email. So if you want a hard copy after January 6th, give us a call and we can put in a mail request for you.

Speaker speaker\_2: Oh, that's fine.

Speaker speaker\_1: All right. And was there anything else we can assist you with today?

Speaker speaker\_2: That should do it. Thank you very much.

Speaker speaker\_1: Thank you for giving us that call back. I hope you have a wonderful rest of your day.

Speaker speaker\_2: You too. Bye.