

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in the Car, my name is Francesca. How can I assist you today? Hi. Um, my name is Casey Stahls and, um, I had signed up for, um, the insurance through, um, Allegiant and, um, I guess I need to re-enroll or do I, do anything? Also, I never received any cards. Okay. Let's take a look at the account. What are the last four of your Social? 3305. And which staffing company do you work with? Allegiant. Okay. For security purposes, could you please verify your mailing address and date of birth for me? Okay. Stahls6000@gmail.com. 6000- No, ma'am, not your email, your mailing address, please. Oh, okay. Um, that has changed. I don't know what you guys had but we have, um, but it's 140 Hazel Street, Lot A, Danville, Alabama 35... No. 35619. Sorry. Um, that's okay. Unfortunately, I need the address that's on the account to be verified so that I can make sure I'm in the right account. Any chance you know your old address? That would be the reason why you haven't received a benefit card. Okay. Yeah, I don't, I don't know which one you have. I've got, um, I... Uh, 70, um, Lilac Private Drive. That one? No, ma'am. It's, it's not that. It wasn't Alabama. Okay. All right. Okay. And then there's, um, in the Decatur address, correct? Yes, ma'am. That's the one that we have. Do you remember the street address by any chance? Hold on one second and I will do that too. Okay. Uh, 2125 Jason Drive Southwest, um, Room 136. Hmm. Decatur, Alabama 35603. Sorry. That's all right. Are you sure the address should be 140 Hazel Street, Danville, Alabama? Mm-hmm. 140 Street, Lot A. Danville, Alabama. A as in the letter? I'm sorry? I apologize. I was just asking if it was A as in the number or the letter. A as in apple. All right. So I have this as 140 Hazel Street, Lot A, Danville, Alabama. No, ma'am. No, ma'am. No, ma'am. 140 Hazel Street, Lot A. Zip code 35619? Correct. Could you repeat that to me? Mm-hmm. 140 Hazel Street, Lot A as in apple, Danville, Alabama 35619. Okay. There's no apple. It was just... I was using the letter A. It's just the letter A. Yes, ma'am. That's why I said A as in apple. I'm not saying that I put A like the let- the word apple, I'm just saying A as in apple so that we can identify it. That's all. Okay. Okay. Would you be so kind to provide me your date of birth please? 1963. And then I have your best contact, 615-572-6000. Okay. Data of call ID shows you're calling on today. Correct. Okay. So due to the fact that your current benefits started on December of last year, um, there's no need for any rollover or for you to reapply. It will be the same policy. I show you being enrolled into BIP Pro for medical, dental, short-term disability, term life which is their life insurance, vision, critical illness, group accident, behavior health, and ID Expert which is their identity theft protection. Those are all the current plans that I show you active with benefits for. I believe your benefit cards were missing. What's that- Go ahead. What was that last thing you said? ID Expert. What's that? It's an identity theft protection plan. It's... I'm sorry, it's a what? An identity theft protection plan. How much am I paying for that? \$1.98 per paycheck. Okay. Go ahead. Okay. And then I was

just gonna say, I believe your benefit cards were mailed to the wrong address. If you would like, I can put in a request for them to be mailed again since you're already at the 30-day point. And then I can send you electronic versions to your email that you confirmed previously for now. Yes, ma'am, please. Of course. So let me place you in a quick hold while I download them and I'll be right back. Should take less than three minutes. Okay? Okay. Thank you. Thank you. Please hold. Thank you so much for holding, ma'am. Yes, thank you. So I sent three PDF files, which will be your benefit card, to the email on file. Uh-huh. Your new title ID card mail will be coming from info@benefitsinacard.com, which is our office email. Okay. Perfect. Thank you so much. And then the longest... Of course. Um, and then the longest your benefit card should take to get there will be three to four weeks max. And they should be in your mailbox before then or by then. Okay. But I can just use the, um, the- the email, correct? Yes, ma'am. The P... Okay. All right. Thank you so, so much. Of course. It was my pleasure. I hope you enjoy the rest of your day, and thank you for giving us a call today. You too. Bye-bye. 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 the Car, my name is Francesca. How can I assist you today?

Speaker speaker_2: Hi. Um, my name is Casey Stahls and, um, I had signed up for, um, the insurance through, um, Allegiant and, um, I guess I need to re-enroll or do I, do anything? Also, I never received any cards.

Speaker speaker_1: Okay. Let's take a look at the account. What are the last four of your Social?

Speaker speaker_2: 3305.

Speaker speaker_1: And which staffing company do you work with?

Speaker speaker_2: Allegiant.

Speaker speaker_1: Okay. For security purposes, could you please verify your mailing address and date of birth for me?

Speaker speaker_2: Okay. Stahls6000@gmail.com. 6000-

Speaker speaker_1: No, ma'am, not your email, your mailing address, please.

Speaker speaker_2: Oh, okay. Um, that has changed. I don't know what you guys had but we have, um, but it's 140 Hazel Street, Lot A, Danville, Alabama 35... No. 35619. Sorry.

Speaker speaker_1: Um, that's okay. Unfortunately, I need the address that's on the account to be verified so that I can make sure I'm in the right account. Any chance you know your old address? That would be the reason why you haven't received a benefit card.

Speaker speaker_2: Okay. Yeah, I don't, I don't know which one you have. I've got, um, I... Uh, 70, um, Lilac Private Drive. That one?

Speaker speaker_1: No, ma'am.

Speaker speaker_2: It's, it's not that.

Speaker speaker_1: It wasn't Alabama.

Speaker speaker_2: Okay. All right. Okay. And then there's, um, in the Decatur address, correct?

Speaker speaker_1: Yes, ma'am. That's the one that we have. Do you remember the street address by any chance?

Speaker speaker_2: Hold on one second and I will do that too.

Speaker speaker_1: Okay.

Speaker speaker_2: Uh, 2125 Jason Drive Southwest, um, Room 136.

Speaker speaker_1: Hmm.

Speaker speaker_2: Decatur, Alabama 35603. Sorry.

Speaker speaker_1: That's all right. Are you sure the address should be 140 Hazel Street, Danville, Alabama?

Speaker speaker_2: Mm-hmm. 140 Street, Lot A. Danville, Alabama.

Speaker speaker_1: A as in the letter?

Speaker speaker_2: I'm sorry?

Speaker speaker_1: I apologize. I was just asking if it was A as in the number or the letter.

Speaker speaker_2: A as in apple.

Speaker speaker_1: All right. So I have this as 140 Hazel Street, Lot A, Danville, Alabama.

Speaker speaker_2: No, ma'am. No, ma'am. No, ma'am. 140 Hazel Street, Lot A.

Speaker speaker_1: Zip code 35619?

Speaker speaker_2: Correct. Could you repeat that to me?

Speaker speaker_1: Mm-hmm. 140 Hazel Street, Lot A as in apple, Danville, Alabama 35619.

Speaker speaker_2: Okay. There's no apple. It was just... I was using the letter A. It's just the letter A.

Speaker speaker_1: Yes, ma'am. That's why I said A as in apple. I'm not saying that I put A like the let- the word apple, I'm just saying A as in apple so that we can identify it. That's all.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: Would you be so kind to provide me your date of birth please?

Speaker speaker_2: 1963.

Speaker speaker_1: And then I have your best contact, 615-572-6000.

Speaker speaker_2: Okay.

Speaker speaker_1: Data of call ID shows you're calling on today.

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. So due to the fact that your current benefits started on December of last year, um, there's no need for any rollover or for you to reapply. It will be the same policy. I show you being enrolled into BIP Pro for medical, dental, short-term disability, term life which is their life insurance, vision, critical illness, group accident, behavior health, and ID Expert which is their identity theft protection. Those are all the current plans that I show you active with benefits for. I believe your benefit cards were missing.

Speaker speaker_2: What's that-

Speaker speaker_1: Go ahead.

Speaker speaker_2: What was that last thing you said?

Speaker speaker_1: ID Expert.

Speaker speaker_2: What's that?

Speaker speaker_1: It's an identity theft protection plan.

Speaker speaker_2: It's... I'm sorry, it's a what?

Speaker speaker_1: An identity theft protection plan.

Speaker speaker_2: How much am I paying for that?

Speaker speaker_1: \$1.98 per paycheck.

Speaker speaker_2: Okay. Go ahead.

Speaker speaker_1: Okay. And then I was just gonna say, I believe your benefit cards were mailed to the wrong address. If you would like, I can put in a request for them to be mailed again since you're already at the 30-day point. And then I can send you electronic versions to your email that you confirmed previously for now.

Speaker speaker_2: Yes, ma'am, please.

Speaker speaker_1: Of course. So let me place you in a quick hold while I download them and I'll be right back. Should take less than three minutes. Okay?

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: Thank you. Please hold. Thank you so much for holding, ma'am.

Speaker speaker_3: Yes, thank you.

Speaker speaker_1: So I sent three PDF files, which will be your benefit card, to the email on file.

Speaker speaker_3: Uh-huh.

Speaker speaker_1: Your new title ID card mail will be coming from info@benefitsinacard.com, which is our office email.

Speaker speaker_3: Okay. Perfect. Thank you so much.

Speaker speaker_1: And then the longest... Of course. Um, and then the longest your benefit card should take to get there will be three to four weeks max. And they should be in your mailbox before then or by then.

Speaker speaker_3: Okay. But I can just use the, um, the- the email, correct?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_3: The P... Okay. All right. Thank you so, so much.

Speaker speaker_1: Of course. It was my pleasure. I hope you enjoy the rest of your day, and thank you for giving us a call today.

Speaker speaker_3: You too. Bye-bye.

Speaker speaker_1: Bye.