

Transcript: Franchesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello, and benefit.gov, how much, how can I assist you today? Hey. Yes. I was calling to see if my plan was activated or anything. What software com- Okay. What software company do you work with? MAU. And what are the last four of your Social along with your last name, please? My, my full Social? The last four, sir. 1669, and my last name is H. Montgomery. For security purposes, please verify your mailing address and your date of birth. 1415 Willis Street, and my birthday is August 5th, 2004. We have the best number to reach you now as 803-919-0125. Yes, ma'am. And we have your email down as first and last name 68 at gmail.com. Uh-huh. Yes, sir. I showed here that we received payment today, the carrier has as well, so they will start working on your policy number, creating your information and put it into their system today. Okay. Can you guys email me a, like, copy of the card, so when I go to the doctor I can just show them? So that will be the carrier that will take care of that. Once they finish making your card, by this Friday, they'll go ahead and send it out in the mail, and it should take longest three to four weeks for it to get to you. Yes, ma'am, but I was asking like once you guys get done doing the carrier, there's no way I could get a digital card, 'cause I'm not trying to wait three to four weeks to go to the doctor. You will have to call later on the week then. We're not the carriers. We're just the account administrator. Mm-hmm. So we're not the one creating it. It is your carrier that's creating it right now. Okay, so who do I call? Us. I'm sorry? Us, sir. You will call us. Once your carrier is finished making the benefit card, you can give us a call if you s- need a digital card. I'll go ahead and put in a request and I'll call you within 24 to 48 hours once they have it. Thank you. No problem. Was there anything else we can assist you with today? No, just please make sure you send it when they get, get it done. Okay. Once it's available, I'll give you a call. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hello, and benefit.gov, how much, how can I assist you today?

Speaker speaker_2: Hey. Yes. I was calling to see if my plan was activated or anything.

Speaker speaker_1: What software com- Okay. What software company do you work with?

Speaker speaker_2: MAU.

Speaker speaker_1: And what are the last four of your Social along with your last name, please?

Speaker speaker_2: My, my full Social?

Speaker speaker_1: The last four, sir.

Speaker speaker_2: 1669, and my last name is H. Montgomery.

Speaker speaker_1: For security purposes, please verify your mailing address and your date of birth.

Speaker speaker_2: 1415 Willis Street, and my birthday is August 5th, 2004.

Speaker speaker_1: We have the best number to reach you now as 803-919-0125.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And we have your email down as first and last name 68 at gmail.com.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Yes, sir. I showed here that we received payment today, the carrier has as well, so they will start working on your policy number, creating your information and put it into their system today.

Speaker speaker_2: Okay. Can you guys email me a, like, copy of the card, so when I go to the doctor I can just show them?

Speaker speaker_1: So that will be the carrier that will take care of that. Once they finish making your card, by this Friday, they'll go ahead and send it out in the mail, and it should take longest three to four weeks for it to get to you.

Speaker speaker_2: Yes, ma'am, but I was asking like once you guys get done doing the carrier, there's no way I could get a digital card, 'cause I'm not trying to wait three to four weeks to go to the doctor.

Speaker speaker_1: You will have to call later on the week then. We're not the carriers. We're just the account administrator.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So we're not the one creating it. It is your carrier that's creating it right now.

Speaker speaker_2: Okay, so who do I call?

Speaker speaker_1: Us.

Speaker speaker_2: I'm sorry?

Speaker speaker_1: Us, sir. You will call us. Once your carrier is finished making the benefit card, you can give us a call if you s- need a digital card. I'll go ahead and put in a request and I'll call you within 24 to 48 hours once they have it.

Speaker speaker_2: Thank you.

Speaker speaker_1: No problem. Was there anything else we can assist you with today?

Speaker speaker_2: No, just please make sure you send it when they get, get it done.

Speaker speaker_1: Okay. Once it's available, I'll give you a call.

Speaker speaker_2: Thank you.