

## Transcript: Francesca

**Baez-5355664981803008-5417841713397760**

### Full Transcript

Thank you for calling Benefit 10-8 Card. My name is Francesca. How can I assist you today? Yeah, uh, good morning. My name Wynold Joseph, but I have the email from, from this company, uh, Capital before but I don't try to, to, uh, activate, uh, my account. So I, I want to ask some question before I activate my account. So what this company is for? This is, this is company... This is what company for? Okay. So you called Benefit 10-8 Card, the administrators of the health insurance. I'll have to go into your account to see what plan you're enrolled into to be able to let you know what that plan is for. Okay, okay. So, okay. Uh, I, I received a card too but I don't know if this, this card the same company or different company. Okay. What staffing company do you work with? Okay. So, so, yeah, I call it because I try to activate, but I cannot activate. That's why I call if I can get access to activate. Okay, sir. So before I'm able to assist you, I need to locate your account in my system. When you called in, we do not have an account in front of us. I need an account to be able to give you information and answer your questions. Okay. Which staffing company do you work with? What is their name? Oh, my, my company I working is at Meanway. No, sir, the staffing company. Staffing? Yes, the staffing. Uh, so I'm working for staffing before but now I employ, employee for the company. So I don't know if I can give you a company name or if I can give, give you the staffing name. I don't know which one I can give you, because this- Ask me the staffing company, 'cause other benefits that we administered are for staffing companies. If for, for, for staffing who, who send me to work, right? I will not know, sir. Yeah. Once again, I cannot answer any of your questions without me opening an account. I apologize. I don't want to be giving you the wrong information and saying yes to an answer- Okay. ... that's actually a no. Okay. Uh, let me explain you that so you can listen what I'm saying be- carefully. So be, be- uh, the first time working, they, they, they, they staffing send me to, to, to the, to the job. After, after 90 days, so I'm employed for the company. Now, when I'm employed with the company, that company put me in this, in this, uh, this as insurance. But I don't know if I can give you a company name or, or, or a staffing name. That I ask you. Yes, sir. I understand, and I answered that question multiple times about you're gonna need the staffing company's name. We do not work with any company that's not a staffing company. Yeah. Yeah. Compa- I work in company, so this is PPI. They, they calling, uh, Meanway PPI, but I don't know, uh, uh, I don't know. So... Do you know the name of the staffing company, sir? Staffing company is, is Search. What are the last four of your Social? Uh, last my Social Security is 0673. Please verify your mailing address and your date of birth. My address is nine- Yes, sir. ... is 913 Northwest Street. Um, uh, February 15th, 1974. I have birth contact, 7543087567. Yes. And we have your email down as deusj9509@gmail.com. Yes. Let's see. By any chance, the benefit card that you have, does it have four blue squares or two? Uh, let me see. It has one, one cross blue and other blue text. Yeah, it got two blue, one cross and other one. Okay. So

you used to be enrolled into a medical preventative plan, which is what that card was for, when you were an employee with Search. However, you no longer have that coverage. It ended March 9, 2025. The email about activating an account is about the virtual services that the plan brought together. But due to the fact that you're no longer active, you're not able to activate any accounts since you no longer have one. Okay. So, so that mean that... You say I don't have longer for, for that, right? That is correct, sir. You do not have to worry about it since you currently do not have any coverage anymore. So you can throw out the card you like. Oh. Okay. Oh, okay. Yes, sir. And then the email, you can also either delete the email or ignore it. Since the plan itself is no longer active, there isn't any virtual services that you'll be able to activate now. Okay. So, so, so you say I can e- delete the email that you mean? I'm sorry? You say I can delete this email at... this, this email that you're talking about? Yes, sir. The one about activating an account that Benefit 10-8 Card sent. You can simply delete that email. Okay. Okay. Well, thank you so much. Of course. Was there anything else we can assist you with today? No, that's it. Thank you for helping me. My pleasure. Have a great day. Okay. You too.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefit 10-8 Card. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Yeah, uh, good morning. My name Wynold Joseph, but I have the email from, from this company, uh, Capital before but I don't try to, to, uh, activate, uh, my account. So I, I want to ask some question before I activate my account. So what this company is for? This is, this is company... This is what company for?

Speaker speaker\_0: Okay. So you called Benefit 10-8 Card, the administrators of the health insurance. I'll have to go into your account to see what plan you're enrolled into to be able to let you know what that plan is for.

Speaker speaker\_1: Okay, okay. So, okay. Uh, I, I received a card too but I don't know if this, this card the same company or different company.

Speaker speaker\_0: Okay. What staffing company do you work with?

Speaker speaker\_1: Okay. So, so, yeah, I call it because I try to activate, but I cannot activate. That's why I call if I can get access to activate.

Speaker speaker\_0: Okay, sir. So before I'm able to assist you, I need to locate your account in my system. When you called in, we do not have an account in front of us. I need an account to be able to give you information and answer your questions.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Which staffing company do you work with? What is their name?

Speaker speaker\_1: Oh, my, my company I working is at Meanway.

Speaker speaker\_0: No, sir, the staffing company.

Speaker speaker\_1: Staffing?

Speaker speaker\_0: Yes, the staffing.

Speaker speaker\_1: Uh, so I'm working for staffing before but now I employ, employee for the company. So I don't know if I can give you a company name or if I can give, give you the staffing name. I don't know which one I can give you, because this-

Speaker speaker\_0: Ask me the staffing company, 'cause other benefits that we administered are for staffing companies.

Speaker speaker\_1: If for, for, for staffing who, who send me to work, right?

Speaker speaker\_0: I will not know, sir.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Once again, I cannot answer any of your questions without me opening an account. I apologize. I don't want to be giving you the wrong information and saying yes to an answer-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... that's actually a no.

Speaker speaker\_1: Okay. Uh, let me explain you that so you can listen what I'm saying be-carefully. So be, bef- uh, the first time working, they, they, they, they staffing send me to, to, to the, to the job. After, after 90 days, so I'm employed for the company. Now, when I'm employed with the company, that company put me in this, in this, uh, this as insurance. But I don't know if I can give you a company name or, or, or a staffing name. That I ask you.

Speaker speaker\_0: Yes, sir. I understand, and I answered that question multiple times about you're gonna need the staffing company's name. We do not work with any company that's not a staffing company.

Speaker speaker\_1: Yeah. Yeah. Compa- I work in company, so this is PPI. They, they calling, uh, Meanway PPI, but I don't know, uh, uh, I don't know. So...

Speaker speaker\_0: Do you know the name of the staffing company, sir?

Speaker speaker\_1: Staffing company is, is Search.

Speaker speaker\_0: What are the last four of your Social?

Speaker speaker\_1: Uh, last my Social Security is 0673.

Speaker speaker\_0: Please verify your mailing address and your date of birth.

Speaker speaker\_1: My address is nine-

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: ... is 913 Northwest Street. Um, uh, February 15th, 1974.

Speaker speaker\_0: I have birth contact, 7543087567.

Speaker speaker\_1: Yes.

Speaker speaker\_0: And we have your email down as deusj9509@gmail.com.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Let's see. By any chance, the benefit card that you have, does it have four blue squares or two?

Speaker speaker\_1: Uh, let me see. It has one, one cross blue and other blue text. Yeah, it got two blue, one cross and other one.

Speaker speaker\_0: Okay. So you used to be enrolled into a medical preventative plan, which is what that card was for, when you were an employee with Search. However, you no longer have that coverage. It ended March 9, 2025. The email about activating an account is about the virtual services that the plan brought together. But due to the fact that you're no longer active, you're not able to activate any accounts since you no longer have one.

Speaker speaker\_1: Okay. So, so that mean that... You say I don't have longer for, for that, right?

Speaker speaker\_0: That is correct, sir. You do not have to worry about it since you currently do not have any coverage anymore. So you can throw out the card you like.

Speaker speaker\_1: Oh. Okay. Oh, okay.

Speaker speaker\_0: Yes, sir. And then the email, you can also either delete the email or ignore it. Since the plan itself is no longer active, there isn't any virtual services that you'll be able to activate now.

Speaker speaker\_1: Okay. So, so, so you say I can e- delete the email that you mean?

Speaker speaker\_0: I'm sorry?

Speaker speaker\_1: You say I can delete this email at... this, this email that you're talking about?

Speaker speaker\_0: Yes, sir. The one about activating an account that Benefit 10-8 Card sent. You can simply delete that email.

Speaker speaker\_1: Okay. Okay. Well, thank you so much.

Speaker speaker\_0: Of course. Was there anything else we can assist you with today?

Speaker speaker\_1: No, that's it. Thank you for helping me.

Speaker speaker\_0: My pleasure. Have a great day.

Speaker speaker\_1: Okay. You too.