

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in Accra. My name is Francesca. How can I assist you today? Hi, Francesca. I was calling in regards to, uh, my insurance through TRC. I was trying to get, uh, a ID card emailed regarding what my insurance covers and it, uh, every time I do it says that, uh, it is not available. And I wanted to talk to somebody about getting a card emailed to me. Okay. Let's take a look and see if your policy's already active. What are the last four of the social? Okay. It's 8464. And what is the last name? Boyd. B-O-Y-D. First and last? That's me. Could you verify your mailing address and date of birth, please? Uh, yeah. It should be 515 Coral Drive in Chapel Hill, North Carolina, and I was born on, uh, June 12th, 1991. We have best contact, 4... I mean, 847-877-2182? That's correct. And then I show your email down as your first initial, the last name, the number 9109 at gmail.com? Correct. Okay. So you became active yesterday, Monday 12th. The digital copies of your benefit cards won't be available 'til this Thursday, the 15th. Okay. So, I understand that, but I've actually entered in my coverage previously and it reset itself. This is probably the third time I've tried to do this, so I guess I'm concerned that's going to happen again. I- i- id- it's my understanding that, that I should get the card, and I, I'm just good from that point forward, right? Yes, sir. That is correct. So the reason why you haven't been active 'til Monday the 12th is because that was when we received payment to activate any of the policies that you processed. Okay. All right. Let's see. Uh, would that affect when I am paid? Do you know? Uh... No, sir. So we do not affect your pay in any way, like the frequency of it or which day of the week you get paid. Only your staffing company has access of your pay stub, and then they send over the deduction to us. Okay. I'll, I'll have to call them as well, because I did not receive, uh, my payment today, like normal. Let's see that. Okay, so the only thing will be there was two plans that you added online on May 6th for Primary Virtual Services and ID Expert for the identity theft protection. Those are the two plans that are not yet activated. I believe that's the one that you were saying that you went online and it reset the policy itself. Maybe. Um, so what- So those are the only two plans... Go ahead. I was just gonna say, whatever is set currently, uh, for the, the coverage that starts yesterday should be correct though. Understood. 'Cause I was saying that 'cause you went online again on May 6th and you added those two plans, so those two specific plans are not yet activated, 'cause that's a complete new policy with the addition of those two, which hasn't been made payment for yet. So that one should be... Let's see, you processed it on May 6th. One, two... So if it's not active by next week from the 9th 'til the 25th, it will be the one following that from the 26th 'til June 1st. Okay. So, uh, I, I guess my only, only question to you is, uh, that this is the current coverages. Uh, it begins yesterday and ends on the 18th. Does that mean I have to continuously re-enter in what I need for coverage? No, sir. Um, Mr. Boyd, so your staffing company will take care of making the deductions for you, the payment itself. Uh-huh. Unless you do not see it on your paycheck, you do not have to

worry about it. Okay. They will automatically send that over to us every Monday and then deduct that outta your paycheck before you receive it. Um, you are gonna see, however- Okay. ... that small change from \$41 to \$49 due to the addition of those two plans are not active yet. I see. Okay. That makes sense. Okay. Well, I think you've answered all the questions that I, I was calling about. Um, oh, actually, real quick. You said, uh, when should I expect to see that card? I, I really- So the benefit- ... cards that your carrier will send out will be sent out on Friday. But if you one- Okay. ... of those initial digital ones that you called in asking for, you can call us on Thursday or after Thursday and we'll be able to send them to your email by then. Okay. All right? And then the last thing- Sounds good. ... Mr. Boyd before I let you go. There's two things I would like to mention. Um, one being that for your virtual services, you're going to receive some type of email saying, "Activate your account." That will be for virtual services only. Uh-huh. And then you do have to process a registration for your FreeRx. Have you received any email regarding that or would you like me to send you one with the steps and links? For the FreeRx? Yes, sir. Is that what you said? Uh... I don't know if I've actually gotten that, but I will real quick. All right. All right. All right. All right. All right. Okay. So then just to be on the safe side- Uh, I don't think that I have. ... I'll send you... Gotcha. It might have gone into your spam mail then. Yeah. I'll send you either way an email that's going to have- Okay. ... all of the steps along with two of the links to where you can go to register so that you can have access to the FreeRx. That specific membership doesn't get any physical cards. So once you do register- Okay. ... you'll be able to access the digital cards on your profile itself. Okay.... Oh, yeah. I think I did just find... Unless you just sent... Ah, y- you literally just sent that to me. Yeah. Okay. I got the email that you just sent me about the FreeRx. I, I definitely didn't have it before though. All right. Great. I know sometimes they do go to either junk or spam mail or get lost. There are all of those scamming emails that we get throughout the day. Mm-hmm. Okay. So as of now, you should be all set. Okay. Well, thank you very much. Uh, you said your name was Francesca? Yes, sir. All right. Well, thank you, Francesca, and I hope you have a great rest of your day. Thank you, you too. It was a pleasure. Have a great day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in Accra. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi, Francesca. I was calling in regards to, uh, my insurance through TRC. I was trying to get, uh, a ID card emailed regarding what my insurance covers and it, uh, every time I do it says that, uh, it is not available. And I wanted to talk to somebody about getting a card emailed to me.

Speaker speaker_0: Okay. Let's take a look and see if your policy's already active. What are the last four of the social?

Speaker speaker_1: Okay. It's 8464.

Speaker speaker_0: And what is the last name?

Speaker speaker_1: Boyd. B-O-Y-D.

Speaker speaker_0: First and last?

Speaker speaker_1: That's me.

Speaker speaker_0: Could you verify your mailing address and date of birth, please?

Speaker speaker_1: Uh, yeah. It should be 515 Coral Drive in Chapel Hill, North Carolina, and I was born on, uh, June 12th, 1991.

Speaker speaker_0: We have best contact, 4... I mean, 847-877-2182?

Speaker speaker_1: That's correct.

Speaker speaker_0: And then I show your email down as your first initial, the last name, the number 9109 at gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. So you became active yesterday, Monday 12th. The digital copies of your benefit cards won't be available 'til this Thursday, the 15th.

Speaker speaker_1: Okay. So, I understand that, but I've actually entered in my coverage previously and it reset itself. This is probably the third time I've tried to do this, so I guess I'm concerned that's going to happen again. I- i- id- it's my understanding that, that I should get the card, and I, I'm just good from that point forward, right?

Speaker speaker_0: Yes, sir. That is correct. So the reason why you haven't been active 'til Monday the 12th is because that was when we received payment to activate any of the policies that you processed.

Speaker speaker_1: Okay. All right.

Speaker speaker_0: Let's see.

Speaker speaker_1: Uh, would that affect when I am paid? Do you know? Uh...

Speaker speaker_0: No, sir. So we do not affect your pay in any way, like the frequency of it or which day of the week you get paid. Only your staffing company has access of your pay stub, and then they send over the deduction to us.

Speaker speaker_1: Okay. I'll, I'll have to call them as well, because I did not receive, uh, my payment today, like normal.

Speaker speaker_0: Let's see that. Okay, so the only thing will be there was two plans that you added online on May 6th for Primary Virtual Services and ID Expert for the identity theft protection. Those are the two plans that are not yet activated. I believe that's the one that you were saying that you went online and it reset the policy itself.

Speaker speaker_1: Maybe. Um, so what-

Speaker speaker_0: So those are the only two plans... Go ahead.

Speaker speaker_1: I was just gonna say, whatever is set currently, uh, for the, the coverage that starts yesterday should be correct though.

Speaker speaker_0: Understood. 'Cause I was saying that 'cause you went online again on May 6th and you added those two plans, so those two specific plans are not yet activated, 'cause that's a complete new policy with the addition of those two, which hasn't been made payment for yet. So that one should be... Let's see, you processed it on May 6th. One, two... So if it's not active by next week from the 9th 'til the 25th, it will be the one following that from the 26th 'til June 1st.

Speaker speaker_1: Okay. So, uh, I, I guess my only, only question to you is, uh, that this is the current coverages. Uh, it begins yesterday and ends on the 18th. Does that mean I have to continuously re-enter in what I need for coverage?

Speaker speaker_0: No, sir. Um, Mr. Boyd, so your staffing company will take care of making the deductions for you, the payment itself.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Unless you do not see it on your paycheck, you do not have to worry about it.

Speaker speaker_1: Okay.

Speaker speaker_0: They will automatically send that over to us every Monday and then deduct that outta your paycheck before you receive it. Um, you are gonna see, however-

Speaker speaker_1: Okay.

Speaker speaker_0: ... that small change from \$41 to \$49 due to the addition of those two plans are not active yet.

Speaker speaker_1: I see. Okay. That makes sense. Okay. Well, I think you've answered all the questions that I, I was calling about. Um, oh, actually, real quick. You said, uh, when should I expect to see that card? I, I really-

Speaker speaker_0: So the benefit-

Speaker speaker_1: ...

Speaker speaker_2: ... cards that your carrier will send out will be sent out on Friday. But if you one-

Speaker speaker_1: Okay.

Speaker speaker_2: ... of those initial digital ones that you called in asking for, you can call us on Thursday or after Thursday and we'll be able to send them to your email by then.

Speaker speaker_1: Okay.

Speaker speaker_2: All right? And then the last thing-

Speaker speaker_1: Sounds good.

Speaker speaker_0: ... Mr. Boyd before I let you go. There's two things I would like to mention. Um, one being that for your virtual services, you're going to receive some type of email saying, "Activate your account." That will be for virtual services only.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: And then you do have to process a registration for your FreeRx. Have you received any email regarding that or would you like me to send you one with the steps and links?

Speaker speaker_1: For the FreeRx?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Is that what you said? Uh... I don't know if I've actually gotten that, but I will real quick. All right. All right. All right. All right. All right.

Speaker speaker_2: Okay. So then just to be on the safe side-

Speaker speaker_1: Uh, I don't think that I have.

Speaker speaker_0: ... I'll send you... Gotcha. It might have gone into your spam mail then.

Speaker speaker_2: Yeah.

Speaker speaker_0: I'll send you either way an email that's going to have-

Speaker speaker_1: Okay.

Speaker speaker_0: ... all of the steps along with two of the links to where you can go to register so that you can have access to the FreeRx. That specific membership doesn't get any physical cards. So once you do register-

Speaker speaker_1: Okay.

Speaker speaker_0: ... you'll be able to access the digital cards on your profile itself.

Speaker speaker_1: Okay.... Oh, yeah. I think I did just find... Unless you just sent... Ah, y-you literally just sent that to me. Yeah. Okay. I got the email that you just sent me about the FreeRx. I, I definitely didn't have it before though.

Speaker speaker_0: All right. Great. I know sometimes they do go to either junk or spam mail or get lost. There are all of those scamming emails that we get throughout the day.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. So as of now, you should be all set.

Speaker speaker_1: Okay. Well, thank you very much. Uh, you said your name was Francesca?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: All right. Well, thank you, Francesca, and I hope you have a great rest of your day.

Speaker speaker_0: Thank you, you too. It was a pleasure. Have a great day.

Speaker speaker_1: You too.