

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you? Mm-hmm. Hi, This is, um, Hannah McNormley and I'm calling because, um, I activated my account and, uh, our cards haven't come and it's been like maybe a week or two, uh, since his, uh, since my husband's, uh, insurance should have, should have been activated. And, uh, we kind of need the policy number and stuff because my son just had an appointment yesterday and I just had to tell him, "I don't have the insurance card right now." And I have medication and like, I had to put, pay full price for it because we have... We were waiting on the card and I don't know how... Is there some way we can get a virtual card, get access to our insurance? Okay. What staffing company do your spouse works with? Um, JFS through Columbus. No, ma'am. I need the staffing company's name. The what? The staffing company's name. Uh, Job and Family Services. Are you sure that's the name of the staffing company, ma'am? I... That's the name of the company he works for. Okay. So you're going to need to speak with your spouse to get the name of the staffing company because we only administer the health benefits of staffing companies, but there's multiple different ones that we work with. Okay. So I need to know his specific one in order to locate his account. Okay. Thank you. Of course. I hope you have a wonderful rest of your day. Thank you for your time. You too. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you? Mm-hmm.

Speaker speaker_1: Hi, This is, um, Hannah McNormley and I'm calling because, um, I activated my account and, uh, our cards haven't come and it's been like maybe a week or two, uh, since his, uh, since my husband's, uh, insurance should have, should have been activated. And, uh, we kind of need the policy number and stuff because my son just had an appointment yesterday and I just had to tell him, "I don't have the insurance card right now." And I have medication and like, I had to put, pay full price for it because we have... We were waiting on the card and I don't know how... Is there some way we can get a virtual card, get access to our insurance?

Speaker speaker_0: Okay. What staffing company do your spouse works with?

Speaker speaker_1: Um, JFS through Columbus.

Speaker speaker_0: No, ma'am. I need the staffing company's name.

Speaker speaker_1: The what?

Speaker speaker_0: The staffing company's name.

Speaker speaker_1: Uh, Job and Family Services.

Speaker speaker_0: Are you sure that's the name of the staffing company, ma'am?

Speaker speaker_1: I... That's the name of the company he works for.

Speaker speaker_0: Okay. So you're going to need to speak with your spouse to get the name of the staffing company because we only administer the health benefits of staffing companies, but there's multiple different ones that we work with.

Speaker speaker_1: Okay.

Speaker speaker_0: So I need to know his specific one in order to locate his account.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Of course. I hope you have a wonderful rest of your day. Thank you for your time.

Speaker speaker_1: You too. Bye.