

Transcript: Francesca

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Full Transcript

Calling benefits in a car. My name is Francesca. How can I assist you today? Hi, Francesca. I am calling to, um... To Chelsea. My fiancé, um, has insurance through you all and he has not received his insurance card. And I've been paying two months. So he's been paying, he's been paying on it for like two months. So I was calling to see if we can get- I work for Integrity. He works for Integrity Staffing. So we were calling to see if we could get- Integrity. ... a copy of that. Integrity Trade. Or Integrity Trade, my bad. Yeah. You said something, sorry. Go ahead. No, I'm just helping. Sure thing. I would need him to go through the verification process with me. Okay. Then I'm right here. Yeah, he's just verifying. I'm right here. I'm with him, I'm in the shower. So what do you, what do you need? Yes, I understand that both of you guys are on the call with me and that both of you are listening to me. I was trying to say I just need to do the verification process with you and then I'm able to finish the call with her. What are the last four of your social? Okay. Okay. Okay, it's 8294. And what is the last name? Robison. R-O-B-I-S-O-N. Please verify your mailing address and date of birth. Okay that is uh, 2139 Johnson Street, Sellersburg, Indiana, 47172. May 19th, 1984. And my birthday is 5/19/1984. All right. And we have best contact 812-786-9374? No. I'm getting her a brand new phone. No. I'll have to change that, but right now you can use the number that she's calling you from. 502- Mm-hmm. 5587742. Hang on. She will send me. And you said 502-558-7742? Yes, ma'am. And I have the best email down as stevenrobinson60@gmail.com. No. That's changed too. I can give you his email. He just went through and changed a bunch of stuff today. Go ahead. It's Jeremiah, J-E-R-E-M-I-A-H. Shelley, S-H-E-L-L-Y. Robison, R-O-B-I-S-O-N. And my mind is blanked out. Um, I can't... um, I think it's just @gmail.com. I'm looking to make sure. It is 2025@Gmail.com. Oh, I see it. That's what you mean. And that middle was Shelley, correct? Yes, ma'am. S-H-E-L-L-Y. Oh, he totally sent me that. He actually went through anything. I didn't hear that part. Okay. Okay, so this part I can go ahead and do it with you since we already finished the- All of that. ... verification process. Okay. So the reason why he has not received any physical card in the mail is due to his carrier, um, which is American Public Life. They only do a digital card when the benefits become effective and they're usually sent to the email on file. So it's probably just lost in junk or spam mail. I can go ahead and send a new one to the email that you guys updated today. Did you need me to request a physical card for him? Uh, if you could, that would be awesome. Um, and I can go ahead and print one out too just in case he loses it. All right. I know you're embarrassed but like what is it? I need to know. She's pre- they only do digital cards. She's requesting a physical card. They're emailing the physical- Okay, we don't need digital number, right? Stop this thing. You just log out. So we ain't nothing here with you. Gone. He lost it. You know that. Okay. And then for the FreeRx membership that he selected, they do not do any physical cards send out. For that he's going to have to do the registration process

and then he'll gain access to those benefit cards since they digital. So I'll send two emails in total to him. One of them will be titled card request, which will be that ID card and the other one is going to be titled FreeRx registration. Okay. All right. I've sent a PDF file for that benefit card, so that one is all sent out and then the next email will be the one following behind that one. Awesome. Thank you so much. Of course, my pleasure. Was there anything else besides from those benefit cards and that registration email that I can assist you guys with? Nope, that would be it. All right. I hope you have a wonderful rest of your day and thank you for your time today. Thank you. Bye. Bye.

Conversation Format

Speaker speaker_0: Calling benefits in a car. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi, Francesca. I am calling to, um...

Speaker speaker_2: To Chelsea.

Speaker speaker_1: My fiance, um, has insurance through you all and he has not received his insurance card.

Speaker speaker_2: And I've been paying two months.

Speaker speaker_1: So he's been paying, he's been paying on it for like two months. So I was calling to see if we can get-

Speaker speaker_2: I work for Integrity.

Speaker speaker_1: He works for Integrity Staffing. So we were calling to see if we could get-

Speaker speaker_2: Integrity.

Speaker speaker_1: ... a copy of that.

Speaker speaker_2: Integrity Trade.

Speaker speaker_1: Or Integrity Trade, my bad.

Speaker speaker_2: Yeah.

Speaker speaker_3: You said something, sorry. Go ahead.

Speaker speaker_2: No, I'm just helping.

Speaker speaker_0: Sure thing. I would need him to go through the verification process with me.

Speaker speaker_2: Okay. Then I'm right here.

Speaker speaker_1: Yeah, he's just verifying.

Speaker speaker_2: I'm right here. I'm with him, I'm in the shower. So what do you, what do you need?

Speaker speaker_0: Yes, I understand that both of you guys are on the call with me and that both of you are listening to me. I was trying to say I just need to do the verification process with you and then I'm able to finish the call with her. What are the last four of your social?

Speaker speaker_2: Okay.

Speaker speaker_0: Okay.

Speaker speaker_2: Okay, it's 8294.

Speaker speaker_0: And what is the last name?

Speaker speaker_2: Robison. R-O-B-I-S-O-N.

Speaker speaker_0: Please verify your mailing address and date of birth.

Speaker speaker_2: Okay that is uh, 2139 Johnson Street, Sellersburg, Indiana, 47172.

Speaker speaker_1: May 19th, 1984.

Speaker speaker_2: And my birthday is 5/19/1984.

Speaker speaker_0: All right. And we have best contact 812-786-9374?

Speaker speaker_2: No. I'm getting her a brand new phone. No. I'll have to change that, but right now you can use the number that she's calling you from.

Speaker speaker_1: 502-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: 5587742.

Speaker speaker_2: Hang on. She will send me.

Speaker speaker_0: And you said 502-558-7742?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have the best email down as stevenrobinson60@gmail.com.

Speaker speaker_2: No. That's changed too.

Speaker speaker_1: I can give you his email. He just went through and changed a bunch of stuff today.

Speaker speaker_0: Go ahead.

Speaker speaker_1: It's Jeremiah, J-E-R-E-M-I-A-H. Shelley, S-H-E-L-L-Y. Robison, R-O-B-I-S-O-N. And my mind is blanked out. Um, I can't... um, I think it's just @gmail.com. I'm looking to make sure. It is 2025@Gmail.com.

Speaker speaker_2: Oh, I see it. That's what you mean.

Speaker speaker_0: And that middle was Shelley, correct?

Speaker speaker_1: Yes, ma'am. S-H-E-L-L-Y.

Speaker speaker_2: Oh, he totally sent me that. He actually went through anything. I didn't hear that part.

Speaker speaker_0: Okay. Okay, so this part I can go ahead and do it with you since we already finished the-

Speaker speaker_2: All of that.

Speaker speaker_0: ... verification process.

Speaker speaker_3: Okay.

Speaker speaker_0: So the reason why he has not received any physical card in the mail is due to his carrier, um, which is American Public Life. They only do a digital card when the benefits become effective and they're usually sent to the email on file. So it's probably just lost in junk or spam mail. I can go ahead and send a new one to the email that you guys updated today. Did you need me to request a physical card for him?

Speaker speaker_1: Uh, if you could, that would be awesome. Um, and I can go ahead and print one out too just in case he loses it.

Speaker speaker_0: All right.

Speaker speaker_2: I know you're embarrassed but like what is it? I need to know.

Speaker speaker_1: She's pre- they only do digital cards. She's requesting a physical card. They re emailing the physical-

Speaker speaker_2: Okay, we don't need digital number, right?

Speaker speaker_1: Stop this thing.

Speaker speaker_2: You just log out. So we ain't nothing here with you. Gone. He lost it. You know that.

Speaker speaker_0: Okay. And then for the FreeRx membership that he selected, they do not do any physical cards send out. For that he's going to have to do the registration process and then he'll gain access to those benefit cards since they digital. So I'll send two emails in total to him. One of them will be titled card request, which will be that ID card and the other one is going to be titled FreeRx registration.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. I've sent a PDF file for that benefit card, so that one is all sent out and then the next email will be the one following behind that one.

Speaker speaker_1: Awesome. Thank you so much.

Speaker speaker_0: Of course, my pleasure. Was there anything else besides from those benefit cards and that registration email that I can assist you guys with?

Speaker speaker_1: Nope, that would be it.

Speaker speaker_0: All right. I hope you have a wonderful rest of your day and thank you for your time today.

Speaker speaker_1: Thank you. Bye.

Speaker speaker_0: Bye.