

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I help you? Hi. Um, it looks like my insurance has stopped pulling. Like, I was charged for coverage a few times and then it just stopped. Okay. I'll have to take a look into your account since it's connected to your paycheck. What staffing company do you work with? Um, DTC. What are the last four of the Social? The last four? Yes, ma'am. 4543. And the last name? Kostnay. Please verify your mailing address and date of birth to make sure I have the right account in front of me. It's lastnamefirstname@gmail.com. No, ma'am, your mailing address, that will be your home address. Oh, sorry. Um, 921 East 5th Street, Cherryville, Kansas. And the date of birth? November 17th, 2001. I have best contact, 620-212-5910? Yes. And I have your email down as the one that you verified, lastnamefirstname@gmail.com? Mm-hmm. Is there any reason, Ms. Kostnay, why you think your benefits are currently inactive? Not that I or my HR lady knows of. Um, I know I needed to call back and give back his social... my dependent's Social Security number, but I called and done that months ago. Um, and I was just looking at it today 'cause I have to have my insurance for something and I realized it just hasn't been pulling. Okay. And how did you realize it hasn't been pulling? Like based on your pay stub deduction, a message that you received? Pay stub deduction, and she was supposed to send me a card I never got. Okay. The reason was, I was asking is 'cause your policy haven't had any coverage lapse since it was activated on September 2nd, 2024. Even for this week, you are currently active as well. It says I've been active since, since September? Yes, ma'am. You have been active with no coverage interruption. Hmm. I don't know what's going on then. Okay. Um, and then about the card. I never got a, an insurance card. All right there. Give me one moment. I'll go ahead and download the benefit card. Did you need a hard copy sent home as well? Yes, please. All right. And it is going to be to that 921 East 5th Street, Cherryville, Kansas, 67335, correct? Yes. And there is no unit or apartment number? No, it's just a house. All right, bear with me one moment. I'm waiting for your benefit card to download. Oh, you're okay. All right. So that benefit card is going to be coming from our office email, which will be in, so our Benefits in a Card.com. Mm-hmm. And it will be an attached PDF file to the email that we send you. Okay. Great. And then as far as the physical card goes, I already submitted in the request. The longest that it should take to get to you will be three to four weeks after today. If you do not receive it, give us a call so that we can let the carrier know that you did not receive it once again. Okay. All right. Was there anything else aside from this that we can assist you with today? Nope, I think that's everything. All right. Well, I do hope you have a wonderful rest of your day, and thank you for calling Benefits in a Card today. All right. Thank you. Bye. My pleasure. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I help you?

Speaker speaker_1: Hi. Um, it looks like my insurance has stopped pulling. Like, I was charged for coverage a few times and then it just stopped.

Speaker speaker_0: Okay. I'll have to take a look into your account since it's connected to your paycheck. What staffing company do you work with?

Speaker speaker_1: Um, DTC.

Speaker speaker_0: What are the last four of the Social?

Speaker speaker_1: The last four?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: 4543.

Speaker speaker_0: And the last name?

Speaker speaker_1: Kostnay.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker_1: It's lastnamefirstname@gmail.com.

Speaker speaker_0: No, ma'am, your mailing address, that will be your home address.

Speaker speaker_1: Oh, sorry. Um, 921 East 5th Street, Cherryville, Kansas.

Speaker speaker_0: And the date of birth?

Speaker speaker_1: November 17th, 2001.

Speaker speaker_0: I have best contact, 620-212-5910?

Speaker speaker_1: Yes.

Speaker speaker_0: And I have your email down as the one that you verified, lastnamefirstname@gmail.com?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Is there any reason, Ms. Kostnay, why you think your benefits are currently inactive?

Speaker speaker_1: Not that I or my HR lady knows of. Um, I know I needed to call back and give back his social... my dependent's Social Security number, but I called and done that months ago. Um, and I was just looking at it today 'cause I have to have my insurance for something and I realized it just hasn't been pulling.

Speaker speaker_0: Okay. And how did you realize it hasn't been pulling? Like based on your pay stub deduction, a message that you received?

Speaker speaker_1: Pay stub deduction, and she was supposed to send me a card I never got.

Speaker speaker_0: Okay. The reason was, I was asking is 'cause your policy haven't had any coverage lapse since it was activated on September 2nd, 2024. Even for this week, you are currently active as well.

Speaker speaker_1: It says I've been active since, since September?

Speaker speaker_0: Yes, ma'am. You have been active with no coverage interruption.

Speaker speaker_1: Hmm. I don't know what's going on then. Okay. Um, and then about the card. I never got a, an insurance card.

Speaker speaker_0: All right there. Give me one moment. I'll go ahead and download the benefit card. Did you need a hard copy sent home as well?

Speaker speaker_1: Yes, please.

Speaker speaker_0: All right. And it is going to be to that 921 East 5th Street, Cherryville, Kansas, 67335, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: And there is no unit or apartment number?

Speaker speaker_1: No, it's just a house.

Speaker speaker_0: All right, bear with me one moment. I'm waiting for your benefit card to download.

Speaker speaker_1: Oh, you're okay.

Speaker speaker_0: All right. So that benefit card is going to be coming from our office email, which will be in, so our Benefits in a Card.com.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And it will be an attached PDF file to the email that we send you.

Speaker speaker_1: Okay.

Speaker speaker_0: Great. And then as far as the physical card goes, I already submitted in the request. The longest that it should take to get to you will be three to four weeks after today. If you do not receive it, give us a call so that we can let the carrier know that you did not receive it once again.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Was there anything else aside from this that we can assist you with today?

Speaker speaker_1: Nope, I think that's everything.

Speaker speaker_0: All right. Well, I do hope you have a wonderful rest of your day, and thank you for calling Benefits in a Card today.

Speaker speaker_1: All right. Thank you. Bye.

Speaker speaker_0: My pleasure. Bye-bye.