

Transcript: Franchesca

Baez-5837298406178816-4964793516736512

Full Transcript

Thank you for calling Benefit in a Card. My name is Francesca. How can I assist you today? Good afternoon. This is Zelma Muapela. I would like to have my policy number, the, like, ID number. I'm sorry, ma'am. You sound very muffled. I can't make out what you're saying. Yeah, I would like to have my ID number. Ma'am, can you try to move around your area? It sounds very muffled and I cannot make out what you're saying. I'm sorry. Okay, can you give me- Hello? Yes, yes, can you hear me now? Hello? Can you hear me now? Yes, ma'am. Yeah. I said, um, I would like to have my policy number. What staffing company do you work with? I'm sorry. What are the last four of your social and the last name? 0779, the last name is Muapela, M-U-A-P-E-L-A. Please verify your mailing address and date of birth to make sure I have the right account in front of me. Um, my date of birth was 01/01/1988. The address is 601 Park, um, Ryland Way, Nu- uh, Texas. The zip code is 76039. We have the best phone number to reach you, 682-451-8738. That's correct, ma'am. And we show your email down as first and last name @gmail.com. That's correct. So our records indicate that you gave us a call on the 7th, which was Monday, and we provided you your benefit cards. Your policy number is in those cards, ma'am. It's not there. I'm right here, right now. It's not, um, I need like the ID number. You'll have to speak with your carrier then, because the only information that we have access to is those benefit cards. But which benefit are you speaking of, medical, dental or vision? Medical. The one I received was dental. Uh, no, ma'am. There was three PDF files in total. The first one says dental, the middle one says medical and the last one says vision. The middle one, which is your medical card, has your policy number in there, and at the bottom of where it says plan, limited benefit MED plan, BIP/BIC, it has a medical ID number. If that's not the ID number that you need, you'll have to contact American Public Life to get the specific ID number you're calling about, and you need to ask either your provider or whoever it is that's asking for it- Mm-hmm. ... what specific ID number they need. Okay, you said the first one was um... What I receive here is, what is the ID? Um, how do I see them now? Okay. All right, um, we good? Excuse me? We good? Yes. Okay. Well, I- This is for dental. Were you able to locate the information on the card, ma'am? That's the, uh, on the account? They said everything is here. They said the first one is medical. Um, I'm with them on the phone. They said- They're both, um, let me see. Yeah, she said this is the same ID. Yeah. She said that this is your dental only insurance and when they sent- Okay. ... the account, that there should be two cards. So you should have a medical card and a dental. So this is the second one. This is dental, still. So that's just- So we need someone else to see if they can find your dental medical card. So that's- That's on your account. And that one didn't work. They only need... So they couldn't find it by that one. Oh, okay. I'm not sure. I'm checking our email address. Oh my gosh, what kind of machine is this? Man. So that's what we're looking for. Can you go and look at the account they sent two different ones. So one of them was for your

dental and another one was for your medical. Are you speaking to me, Ms. Muapela? Yes. Um, I don't have the medical one. What I have is only for dental. The only thing- So can you go into the email for me? Yes. My email is my first name, Zelma, S- No, no, ma'am. I'm asking you to go into the email that we sent you on Monday. Okay. Um, what is the email again that your email was made? It was info- Info@benefitinacard.com. Right, um, info... Um, one second. Yes. Okay. I don't find it in here anymore. Hello? Yes, ma'am. I can't find the email I received on Monday. Okay. Um... I just replied back to that email with an additional copy of the medical card. Once you get to it, you'll be able to see that you have all three of your benefit cards on that email. I also sent you a new copy of that same benefit card on that same email chain. Uh-huh. Can you send it to me again? Because I didn't find it. Yes, Muapela, that's what I just advised you, that I just re-sent it to you. Oh, oh, okay. It took a little bit of time to get to you, but I have re-sent it already. Oh, okay. Oh, thank you. Thank you. Let's see. This is completely different with what I received last Monday. Okay, I'll show them if it's this one they needed. All right. Thank you. No problem. Have a great day. You too. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Good afternoon. This is Zelma Muapela. I would like to have my policy number, the, like, ID number.

Speaker speaker_0: I'm sorry, ma'am. You sound very muffled. I can't make out what you're saying.

Speaker speaker_1: Yeah, I would like to have my ID number.

Speaker speaker_0: Ma'am, can you try to move around your area? It sounds very muffled and I cannot make out what you're saying. I'm sorry.

Speaker speaker_1: Okay, can you give me-

Speaker speaker_0: Hello?

Speaker speaker_1: Yes, yes, can you hear me now? Hello? Can you hear me now?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Yeah. I said, um, I would like to have my policy number.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: I'm sorry.

Speaker speaker_0: What are the last four of your social and the last name?

Speaker speaker_1: 0779, the last name is Muapela, M-U-A-P-E-L-A.

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: Um, my date of birth was 01/01/1988. The address is 601 Park, um, Ryland Way, Nu- uh, Texas. The zip code is 76039.

Speaker speaker_0: We have the best phone number to reach you, 682-451-8738.

Speaker speaker_1: That's correct, ma'am.

Speaker speaker_0: And we show your email down as first and last name @gmail.com.

Speaker speaker_1: That's correct.

Speaker speaker_0: So our records indicate that you gave us a call on the 7th, which was Monday, and we provided you your benefit cards. Your policy number is in those cards, ma'am.

Speaker speaker_1: It's not there. I'm right here, right now. It's not, um, I need like the ID number.

Speaker speaker_0: You'll have to speak with your carrier then, because the only information that we have access to is those benefit cards. But which benefit are you speaking of, medical, dental or vision?

Speaker speaker_1: Medical. The one I received was dental.

Speaker speaker_0: Uh, no, ma'am. There was three PDF files in total. The first one says dental, the middle one says medical and the last one says vision. The middle one, which is your medical card, has your policy number in there, and at the bottom of where it says plan, limited benefit MED plan, BIP/BIC, it has a medical ID number. If that's not the ID number that you need, you'll have to contact American Public Life to get the specific ID number you're calling about, and you need to ask either your provider or whoever it is that's asking for it-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... what specific ID number they need.

Speaker speaker_1: Okay, you said the first one was um... What I receive here is, what is the ID? Um, how do I see them now? Okay. All right, um, we good?

Speaker speaker_0: Excuse me?

Speaker speaker_1: We good?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Well, I-

Speaker speaker_2: This is for dental.

Speaker speaker_0: Were you able to locate the information on the card, ma'am?

Speaker speaker_2: That's the, uh, on the account?

Speaker speaker_1: They said everything is here. They said the first one is medical. Um, I'm with them on the phone. They said-

Speaker speaker_2: They're both, um, let me see. Yeah, she said this is the same ID.

Speaker speaker_1: Yeah.

Speaker speaker_2: She said that this is your dental only insurance and when they sent-

Speaker speaker_1: Okay.

Speaker speaker_2: ... the account, that there should be two cards. So you should have a medical card and a dental.

Speaker speaker_1: So this is the second one.

Speaker speaker_2: This is dental, still.

Speaker speaker_1: So that's just-

Speaker speaker_2: So we need someone else to see if they can find your dent- your medical card.

Speaker speaker_1: So that's-

Speaker speaker_2: That's on your account. And that one didn't work. They only need... So they couldn't find it by that one.

Speaker speaker_1: Oh, okay.

Speaker speaker_2: I'm not sure. I'm checking our email address.

Speaker speaker_1: Oh my gosh, what kind of machine is this? Man.

Speaker speaker_2: So that's what we're looking for. Can you go and look at the account they sent two different ones. So one of them was for your dental and another one was for your medical.

Speaker speaker_0: Are you speaking to me, Ms. Muapela?

Speaker speaker_1: Yes. Um, I don't have the medical one. What I have is only for dental. The only thing-

Speaker speaker_0: So can you go into the email for me?

Speaker speaker_1: Yes. My email is my first name, Zelma, S-

Speaker speaker_0: No, no, ma'am. I'm asking you to go into the email that we sent you on Monday.

Speaker speaker_1: Okay. Um, what is the email again that your email was made? It was info-

Speaker speaker_0: Info@benefitinacard.com.

Speaker speaker_1: Right, um, info... Um, one second.

Speaker speaker_2: Yes. Okay.

Speaker speaker_1: I don't find it in here anymore. Hello?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: I can't find the email I received on Monday.

Speaker speaker_0: Okay.

Speaker speaker_1: Um...

Speaker speaker_0: I just replied back to that email with an additional copy of the medical card. Once you get to it, you'll be able to see that you have all three of your benefit cards on that email. I also sent you a new copy of that same benefit card on that same email chain.

Speaker speaker_1: Uh-huh. Can you send it to me again? Because I didn't find it.

Speaker speaker_0: Yes, Muapela, that's what I just advised you, that I just re-sent it to you.

Speaker speaker_1: Oh, oh, okay.

Speaker speaker_0: It took a little bit of time to get to you, but I have re-sent it already.

Speaker speaker_1: Oh, okay. Oh, thank you. Thank you. Let's see. This is completely different with what I received last Monday. Okay, I'll show them if it's this one they needed.

Speaker speaker_0: All right.

Speaker speaker_1: Thank you.

Speaker speaker_0: No problem. Have a great day.

Speaker speaker_1: You too. Thank you.