

## Transcript: Franchesca

**Baez-5907885356400640-6196121953812480**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Oh, yes. Hello. My name is Juan Alvarenga. Uh, quick question. I haven't received yet the physical card with my, um, uh, member IDs, uh, it show. Is there any way I can find on, on your website? So, we'll actually not be on the Benefits in a Card website since we're just the administrator. It will be on the actual carrier's website, but I can take a look and see if I have access to it and send it to your email. What staffing company do you work with? Oh, yeah, yeah, because it's, I need to, you know, go to the doctor or dentist or whatever. Uh, uh, I don't have any, any proof for my insurance. Okay, sir, what staffing company do you work with? With company? Um, oh, let me see. Um, Partners Personal. I think that is the name. Let me see. What is the last four of your Social? Uh, 6840. And what is your last name? Alvarenga. Could you please verify your mailing address and date of birth to make sure I'm in the right account? Okay. Um, my, uh, mailing address is 4048 Ryland Avenue, Apartment B10 at the City of Baldwin Park and the zip code 91706. And the date of birth? July 6, 1979. I have your contact information as the phone number 626-274-0563. I want you to change that because I just get a new number. Um, let me give you the new one. Uh, that is the phone number. Uh, that was my old number I no use no more because I, I, it was stolen. So I will give you the new one. Can you change it for me, please? Yes, sir. What will be the new phone number? Uh, 626-391-1336. All right. And I have your email down as- Uh, let me- ... alvarez903@gmail.com. Yes. That's correct. It is same. Oh, I see why. So the reason why you haven't received any of those cards yet is 'cause you became active this Monday 7th. So those benefit cards wouldn't have been sent out till today, Friday, 'cause usually when you become active, Friday of the activation week is when they're sent out. Mm-hmm. So I'm going to still send you those digital copies while you wait for the hard copies to get to you. Okay. Thank you so much. I really appreciate it. This is it emergency I have problems with insurance. Of course. And then just keep in mind your medical preventative plan does have a network requirement. Mm-hmm. The phone number for the company that has that network list is gonna be on the email I'm sending you. Okay, gotcha. Let's see. All right. I'm gonna send that from the office email, which is gonna show up as info@benefitsinacard.com. Mm-hmm. The email itself is going to be titled ID Card. Gotcha. Thank you so much. Of course, would you like me to wait on the line with you while you wait to get it? No. No. No. No. I know. I trust you. Understood. If you need any further assistance with the insurance, our information will be on that email with you along with the hours of operation. I hope you have a wonderful rest of your day. Okay. Gotcha. I, I just got the email. Thank you so much. I really appreciate it. Oh, great. My pleasure. Mm-hmm. Okay. Have a good day. You too. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Oh, yes. Hello. My name is Juan Alvarenga. Uh, quick question. I haven't received yet the physical card with my, um, uh, member IDs, uh, it show. Is there any way I can find on, on your website?

Speaker speaker\_0: So, we'll actually not be on the Benefits in a Card website since we're just the administrator. It will be on the actual carrier's website, but I can take a look and see if I have access to it and send it to your email. What staffing company do you work with?

Speaker speaker\_1: Oh, yeah, yeah, because it's, I need to, you know, go to the doctor or dentist or whatever. Uh, uh, I don't have any, any proof for my insurance.

Speaker speaker\_0: Okay, sir, what staffing company do you work with?

Speaker speaker\_1: With company? Um, oh, let me see. Um, Partners Personal. I think that is the name. Let me see.

Speaker speaker\_0: What is the last four of your Social?

Speaker speaker\_1: Uh, 6840.

Speaker speaker\_0: And what is your last name?

Speaker speaker\_1: Alvarenga.

Speaker speaker\_0: Could you please verify your mailing address and date of birth to make sure I'm in the right account?

Speaker speaker\_1: Okay. Um, my, uh, mailing address is 4048 Ryland Avenue, Apartment B10 at the City of Baldwin Park and the zip code 91706.

Speaker speaker\_0: And the date of birth?

Speaker speaker\_1: July 6, 1979.

Speaker speaker\_0: I have your contact information as the phone number 626-274-0563.

Speaker speaker\_1: I want you to change that because I just get a new number. Um, let me give you the new one. Uh, that is the phone number. Uh, that was my old number I no use no more because I, I, it was stolen. So I will give you the new one. Can you change it for me, please?

Speaker speaker\_0: Yes, sir. What will be the new phone number?

Speaker speaker\_1: Uh, 626-391-1336.

Speaker speaker\_0: All right. And I have your email down as-

Speaker speaker\_1: Uh, let me-

Speaker speaker\_0: ... alvarez903@gmail.com.

Speaker speaker\_1: Yes. That's correct. It is same.

Speaker speaker\_0: Oh, I see why. So the reason why you haven't received any of those cards yet is 'cause you became active this Monday 7th. So those benefit cards wouldn't have been sent out till today, Friday, 'cause usually when you become active, Friday of the activation week is when they're sent out.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: So I'm going to still send you those digital copies while you wait for the hard copies to get to you.

Speaker speaker\_1: Okay. Thank you so much. I really appreciate it. This is it emergency I have problems with insurance.

Speaker speaker\_0: Of course. And then just keep in mind your medical preventative plan does have a network requirement.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: The phone number for the company that has that network list is gonna be on the email I'm sending you.

Speaker speaker\_1: Okay, gotcha.

Speaker speaker\_0: Let's see. All right. I'm gonna send that from the office email, which is gonna show up as info@benefitsinacard.com.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: The email itself is going to be titled ID Card.

Speaker speaker\_1: Gotcha. Thank you so much.

Speaker speaker\_0: Of course, would you like me to wait on the line with you while you wait to get it?

Speaker speaker\_1: No. No. No. No. I know. I trust you.

Speaker speaker\_0: Understood. If you need any further assistance with the insurance, our information will be on that email with you along with the hours of operation. I hope you have a wonderful rest of your day.

Speaker speaker\_1: Okay. Gotcha. I, I just got the email. Thank you so much. I really appreciate it.

Speaker speaker\_0: Oh, great. My pleasure.

Speaker speaker\_1: Mm-hmm. Okay. Have a good day.

Speaker speaker\_0: You too.

Speaker speaker\_1: Bye-bye.