

## **Transcript: Francesca**

**Baez-6003690429661184-5916514874474496**

### **Full Transcript**

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Um, yeah, I'm supposed to have benefits with you guys, but I do not... I don't remember setting up an account and it just keeps asking me for a forget password thing. So, I was wondering how do I di- go about that? Okay. What are the last four of the Social? Um, two, seven, two, five. What is the last name? Gist, G-I-S-T. Which staffing company are you with? I'm with... I'm working through WSI, but I work with WDP. WSI Focus Workforce Management? I mean, Focus Works... I mean, Workforce Strategy, sorry. Yeah. The Workforce is getting confused. Yeah, that's the one. Let's see. Okay, so I believe I found your file. Could you verify your mailing address and your date of birth for me? Um, it should be under 4520B Lilac Lane, Apartment 66 and it is 49006. And my date of birth is 11/20/1995. Well, I do have your best contact at 616-308-2372. And then, I have your email down as jawangist@yahoo.com. It should be J-A-W U-A-N. U-A-N. And then, your last name, correct? Yes. Okay. So, based on the account, what happened was your staffing company, WSI, used to have a different company that would administer their insurance- Mm-hmm. ... and they switched over to us. During the transition from the account administrators, it show that you used to have medical and dental plans for employee only. Yeah. So, when the transition happen, they just followed the old policy that you had with the other company. Okay. And how do I access the benefits to that? I was looking for- So, based on your carriers, it would actually be on a website that is usually provided on the benefit cards. However, I believe you did not get yours because we did not have your apartment number previously. Oh, okay. So, I don't think they got to you. Did you receive anything on the mail, or not at all? No, I didn't. Okay. So, I'll go ahead and put in a request for them to send another copy to the correct address. And then, I'm going to place you in a brief hold, so that I can download your benefit cards. They're gonna be sent to you on PDF files. And in that PDF file is going to be a website, which is where you will go to make a portal and have your own account to look over your coverage. Okay. All right. I'll be right back. All right. Thank you so much for holding. So, I went ahead and sent over those two PDF files to the email on file. It should be sent over from info@benefitsinacar.com. Okay. All right. And then, none of these phones have any network requirement. You can go anywhere as long as they take your insurance, which is with American Public Life. Okay. And then, should I check... Let me see. I'll check my spam. Hmm. Will it take a minute to come, or is it... Okay, I got it now. Okay, I got it. All right. Is there anything else we can assist you with today? Um, not at the time, no. All right. I hope you have a wonderful rest of your day. Thank you for calling Benefits in a Car today. All right. Thank you. You're welcome now. Bye. Bye.

## Conversation Format

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

Speaker speaker\_1: Um, yeah, I'm supposed to have benefits with you guys, but I do not... I don't remember setting up an account and it just keeps asking me for a forget password thing. So, I was wondering how do I di- go about that?

Speaker speaker\_0: Okay. What are the last four of the Social?

Speaker speaker\_1: Um, two, seven, two, five.

Speaker speaker\_0: What is the last name?

Speaker speaker\_1: Gist, G-I-S-T.

Speaker speaker\_0: Which staffing company are you with?

Speaker speaker\_1: I'm with... I'm working through WSI, but I work with WDP.

Speaker speaker\_0: WSI Focus Workforce Management? I mean, Focus Works... I mean, Workforce Strategy, sorry.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: The Workforce is getting confused.

Speaker speaker\_1: Yeah, that's the one.

Speaker speaker\_0: Let's see. Okay, so I believe I found your file. Could you verify your mailing address and your date of birth for me?

Speaker speaker\_1: Um, it should be under 4520B Lilac Lane, Apartment 66 and it is 49006. And my date of birth is 11/20/1995.

Speaker speaker\_0: Well, I do have your best contact at 616-308-2372. And then, I have your email down as jawangist@yahoo.com.

Speaker speaker\_1: It should be J-A-W U-A-N.

Speaker speaker\_0: U-A-N. And then, your last name, correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So, based on the account, what happened was your staffing company, WSI, used to have a different company that would administer their insurance-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... and they switched over to us. During the transition from the account administrators, it show that you used to have medical and dental plans for employee only.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: So, when the transition happen, they just followed the old policy that you had with the other company.

Speaker speaker\_1: Okay. And how do I access the benefits to that? I was looking for-

Speaker speaker\_0: So, based on your carriers, it would actually be on a website that is usually provided on the benefit cards. However, I believe you did not get yours because we did not have your apartment number previously.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: So, I don't think they got to you. Did you receive anything on the mail, or not at all?

Speaker speaker\_1: No, I didn't.

Speaker speaker\_0: Okay. So, I'll go ahead and put in a request for them to send another copy to the correct address. And then, I'm going to place you in a brief hold, so that I can download your benefit cards. They're gonna be sent to you on PDF files. And in that PDF file is going to be a website, which is where you will go to make a portal and have your own account to look over your coverage.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. I'll be right back.

Speaker speaker\_1: All right.

Speaker speaker\_0: Thank you so much for holding. So, I went ahead and sent over those two PDF files to the email on file. It should be sent over from [info@benefitsinacar.com](mailto:info@benefitsinacar.com).

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. And then, none of these phones have any network requirement. You can go anywhere as long as they take your insurance, which is with American Public Life.

Speaker speaker\_1: Okay. And then, should I check... Let me see. I'll check my spam. Hmm. Will it take a minute to come, or is it... Okay, I got it now. Okay, I got it.

Speaker speaker\_0: All right. Is there anything else we can assist you with today?

Speaker speaker\_1: Um, not at the time, no.

Speaker speaker\_0: All right. I hope you have a wonderful rest of your day. Thank you for calling Benefits in a Car today.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: You're welcome now. Bye.

Speaker speaker\_1: Bye.