

Transcript: Francesca

Baez-6103876809834496-4858773978005504

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-OK. My name is Francesca. How can I assist you today? Hi. Um, I got... I got an insurance card through you all and I kinda lost it, so I wanted to know if I could get a, um, an extra one sent to my house, an extra card? Okay. Let's see when the last one was sent out. Unfortunately, the carriers have a policy on it where we have to wait three months after the first one being sent to put another request. What shipping company do you work with? Um, Crown Services, hood container. What are the last four of your Social? Seven- 7396. And the last name, please? Barbour. B-A-R-B-O-U-R. All right. For security purposes, can you please verify your mailing address and date of birth? Okay. 302 West 12th Street, Newport, Kentucky, 41071. 7/15/1997. We have the best phone number to reach you down as 859-669-9892? Yes. And we have the email down as last name, first name, 258@gmail.com? Yes. Okay. Okay, so the good thing is, it looks like you haven't requested any benefit cards recently. I will have to send out a message to the front office to see if they can put it on their end 'cause the website, the portal that we request the benefit cards from, is currently down due to the fact that they're doing some maintenance on their website. Okay. So, I should be getting back to you within 24 to 48 hours to advise you if either we need you to call the carrier directly for them to place it on their end or if the front office will be able to process it for you, okay? Oh, okay. All right. Well, was there anything else besides from that we can assist you with? Um, no. I hope you have a wonderful rest of your day. Thank you for your time. You too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits 10-OK. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hi. Um, I got... I got an insurance card through you all and I kinda lost it, so I wanted to know if I could get a, um, an extra one sent to my house, an extra card?

Speaker speaker_1: Okay. Let's see when the last one was sent out. Unfortunately, the carriers have a policy on it where we have to wait three months after the first one being sent to put another request. What shipping company do you work with?

Speaker speaker_2: Um, Crown Services, hood container.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_2: Seven- 7396.

Speaker speaker_1: And the last name, please?

Speaker speaker_2: Barbour. B-A-R-B-O-U-R.

Speaker speaker_1: All right. For security purposes, can you please verify your mailing address and date of birth?

Speaker speaker_2: Okay. 302 West 12th Street, Newport, Kentucky, 41071. 7/15/1997.

Speaker speaker_1: We have the best phone number to reach you down as 859-669-9892?

Speaker speaker_2: Yes.

Speaker speaker_1: And we have the email down as last name, first name, 258@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Okay, so the good thing is, it looks like you haven't requested any benefit cards recently. I will have to send out a message to the front office to see if they can put it on their end 'cause the website, the portal that we request the benefit cards from, is currently down due to the fact that they're doing some maintenance on their website.

Speaker speaker_2: Okay.

Speaker speaker_1: So, I should be getting back to you within 24 to 48 hours to advise you if either we need you to call the carrier directly for them to place it on their end or if the front office will be able to process it for you, okay?

Speaker speaker_2: Oh, okay.

Speaker speaker_1: All right. Well, was there anything else besides from that we can assist you with?

Speaker speaker_2: Um, no.

Speaker speaker_1: I hope you have a wonderful rest of your day. Thank you for your time.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye-bye.