# Transcript: Franchesca Baez-6258243922477056-6029872558948352

## Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hi. I, um, enrolled in insurance like two weeks ago and I haven't gotten anything in the mail or a text or, um, email and it's still not working. Sure. Let's take a status of the account since it does take one to two weeks for your benefits to become active. And those benefit cards are now sent out to you Friday of your activation. Which staffing company do you work with? Um, MAU-BOS. What are the last four of the social and the last name? 4260 Rider Gray. Please verify your mailing address and date of birth. Corinne.M.Rider@icloud.com 031306. You're actually saying? Oh. Your address please. 1860 Rayleigh Avenue. And what was the date of birth? 03/13/06. We have asked for a number to reach you, 616-330-811... I mean, 8173. Yep. So you just became effective yesterday, Monday the 21st. Those benefit cards will now be sent out till the end of the week. Now when you say something is not working, what was it specifically that you were trying to use that wasn't working? I have a eye appointment tomorrow. Okay. And so I need my insurance for that. Okay. Um, I understand that portion, ma'am. I can take a look and see if the virtual benefit card is ready. Okay. Um, I'm still a little bit confused as to what you may have said when you said earlier during the call that something wasn't working. Like they're trying to find it and they can't find it. So there's no way that I can get to my, like, like have my appointment without my insurance. Okay. So I'm still waiting on the system to load to see whether or not we have the digital copy of your benefit card. I do see here that you spoke with one of my coworkers yesterday and they did let you know that it takes roughly 72 hours for them to generate that policy number. Let me place you in a quick hold. I think that was my call, thank you. Hey ma'am, it hasn't been 72 hours, but let me place you in a quick hold to see if a digital card is available, okay? Okay. Thank you so much for holding, ma'am. Your e-benefit cards have been sent to your email. They're already available and the verification process for your vision services has also been put on that email that you will be receiving from info@benefitsinacard.com. Okay. All right. Was there anything else apart from those benefit cards that I can assist you with today? Nope. Have a great day. Thank you for calling Benefits in a Card. Thank you. 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: Hi. I, um, enrolled in insurance like two weeks ago and I haven't gotten anything in the mail or a text or, um, email and it's still not working.

Speaker speaker_0: Sure. Let's take a status of the account since it does take one to two weeks for your benefits to become active. And those benefit cards are now sent out to you Friday of your activation. Which staffing company do you work with?

Speaker speaker_1: Um, MAU-BOS.

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

Speaker speaker_1: 4260 Rider Gray.

Speaker speaker_0: Please verify your mailing address and date of birth.

Speaker speaker_1: Corinne.M.Rider@icloud.com 031306.

Speaker speaker_0: You're actually saying?

Speaker speaker_1: Oh.

Speaker speaker_0: Your address please.

Speaker speaker_1: 1860 Rayleigh Avenue.

Speaker speaker_0: And what was the date of birth?

Speaker speaker_1: 03/13/06.

Speaker speaker_0: We have asked for a number to reach you, 616-330-811... I mean, 8173.

Speaker speaker_1: Yep.

Speaker speaker_0: So you just became effective yesterday, Monday the 21st. Those benefit cards will now be sent out till the end of the week. Now when you say something is not working, what was it specifically that you were trying to use that wasn't working?

Speaker speaker_1: I have a eye appointment tomorrow.

Speaker speaker_0: Okay.

Speaker speaker_1: And so I need my insurance for that.

Speaker speaker_0: Okay. Um, I understand that portion, ma'am. I can take a look and see if the virtual benefit card is ready.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, I'm still a little bit confused as to what you may have said when you said earlier during the call that something wasn't working.

Speaker speaker_1: Like they're trying to find it and they can't find it. So there's no way that I can get to my, like, like have my appointment without my insurance.

Speaker speaker_0: Okay. So I'm still waiting on the system to load to see whether or not we have the digital copy of your benefit card. I do see here that you spoke with one of my coworkers yesterday and they did let you know that it takes roughly 72 hours for them to

generate that policy number. Let me place you in a quick hold.

Speaker speaker_1: I think that was my call, thank you.

Speaker speaker_0: Hey ma'am, it hasn't been 72 hours, but let me place you in a quick hold to see if a digital card is available, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Thank you so much for holding, ma'am. Your e-benefit cards have been sent to your email. They're already available and the verification process for your vision services has also been put on that email that you will be receiving from info@benefitsinacard.com.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Was there anything else apart from those benefit cards that I can assist you with today?

Speaker speaker_1: Nope.

Speaker speaker_0: Have a great day. Thank you for calling Benefits in a Card.

Speaker speaker_1: Thank you. Bye-bye.