

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits In A Car. My name is Francesca. How can I assist you today? Yes, ma'am. I was callin'... I've got an insurance with you guy. I've got my vision card, and I used the vision card for a medical card. I t- I never d- received a medical card from you guys, and it's been a while. Okay, let's take a look. I do just want to advise you that you're not calling your carrier, you're calling the administrators of the health benefits of your staffing company. So we actually do not own any of the plans, we only administer them. Which staffing company are you with? Innovative. What are the last four of your SSN? 8458. And the last name? Logsdon. L-O-G-S-D-O-N. Can you please verify your mailing address and date of birth to make sure I'm in the right account? 3454 North Charles Street, Decatur, Illinois, 62526 and 1/13/62. We have best contact same as the one you called on, 217-775-5427 with the email of timwlastname at gmail.com. That's it. The reason why you wouldn't have received that physical medical card is 'cause your carrier, American Public Life, for some reason they do not do a physical card for their medical. They send it to the email that's on file which eight out of 10 sometimes get lost either in junk or in spam mail. So let me download it and then I can send you a copy to your email. Did you need- Oh, wonderful. ... to request a physical one as well? Yeah, if you can too, please, that would help. Of course. A little bit of help. Yeah, I've... I've been to the doctor a few times and they've taken it and then they come back, they've taken my vision cards and they- Mm-hmm. ... because it had a group number on it and now I got a bill to pay, \$300 for one and \$200 for seven. And I've been on medical and I s- I said, "Well, when I get my medical card, I'll be back in to see you guys." Let's see. There we go. So this email is gonna come from our email which is info@benefitsinacard.com. Okay. And it's gonna be titled ID Card. Oh, wonderful. All right. And I have also sent out that request for the physical card as well. Great. You've been awesome. I appreciate your help. Of course. Was there anything else that we can assist you with today? No, that'll do it. All right, sir. It was a pleasure speaking with you today and thank you so much for calling Benefits In A Car. Thank you. Bye-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: Yes, ma'am. I was callin'... I've got an insurance with you guy. I've got my vision card, and I used the vision card for a medical card. I t- I never d- received a medical card from you guys, and it's been a while.

Speaker speaker_0: Okay, let's take a look. I do just want to advise you that you're not calling your carrier, you're calling the administrators of the health benefits of your staffing company. So we actually do not own any of the plans, we only administer them. Which staffing company are you with?

Speaker speaker_1: Innovative.

Speaker speaker_0: What are the last four of your SSN?

Speaker speaker_1: 8458.

Speaker speaker_0: And the last name?

Speaker speaker_1: Logsdon. L-O-G-S-D-O-N.

Speaker speaker_0: Can you please verify your mailing address and date of birth to make sure I'm in the right account?

Speaker speaker_1: 3454 North Charles Street, Decatur, Illinois, 62526 and 1/13/62.

Speaker speaker_0: We have best contact same as the one you called on, 217-775-5427 with the email of timwlastname at gmail.com.

Speaker speaker_1: That's it.

Speaker speaker_0: The reason why you wouldn't have received that physical medical card is 'cause your carrier, American Public Life, for some reason they do not do a physical card for their medical. They send it to the email that's on file which eight out of 10 sometimes get lost either in junk or in spam mail. So let me download it and then I can send you a copy to your email. Did you need-

Speaker speaker_1: Oh, wonderful.

Speaker speaker_0: ... to request a physical one as well?

Speaker speaker_1: Yeah, if you can too, please, that would help.

Speaker speaker_0: Of course.

Speaker speaker_1: A little bit of help. Yeah, I've... I've been to the doctor a few times and they've taken it and then they come back, they've taken my vision cards and they-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... because it had a group number on it and now I got a bill to pay, \$300 for one and \$200 for seven. And I've been on medical and I s- I said, "Well, when I get my medical card, I'll be back in to see you guys."

Speaker speaker_0: Let's see. There we go. So this email is gonna come from our email which is info@benefitsinacard.com.

Speaker speaker_1: Okay.

Speaker speaker_0: And it's gonna be titled ID Card.

Speaker speaker_1: Oh, wonderful.

Speaker speaker_0: All right. And I have also sent out that request for the physical card as well.

Speaker speaker_1: Great. You've been awesome. I appreciate your help.

Speaker speaker_0: Of course. Was there anything else that we can assist you with today?

Speaker speaker_1: No, that'll do it.

Speaker speaker_0: All right, sir. It was a pleasure speaking with you today and thank you so much for calling Benefits In A Car.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_0: Bye.