

Transcript: Franchesca

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Full Transcript

I'm calling about my benefits, how may I assist you? I don't understand you. How can I help you? How can I assist you? Or how can I help you? Yes, I was calling... My name is Betsy Lofton. I have my employee ID here to check on my dental. It's been taken out of my check but I don't have a card for it yourself. Okay. When you see the deduction following Monday is when we receive payment and your staffing company start making the benefit cards. That will be more than likely the reason why you haven't gotten them yet. What staffing company do you work with? ATC Healthcare. And what are the last four of the social? 0504. Please verify your mailing address and date of birth to make sure I have the right account in front of me. 81 Pincaill Road, Catherine AL. Okay. Ma'am, can I see the zip code, if you can be so kind? Can I do what now? Can you provide the zip code, please? 36728. All right. And then lastly, your date of birth. 0630-1964. We have best contact 334-830-5425. Correct. We show your email address down as bmars1982@icloud.com. Yes. So when did it became active? So your policy became active January 20th, 2025. Those benefit cards would have been sent out the 24th. One, two, three, four. And it has been over a month already since the last time they sent them but you're saying you did not receive anything in the mail? I just have something that says vision coverage. I don't have anything for dental. Okay. So I can go ahead and send you a digital copy of the dental one to your email and then request for your carrier to send another mail order and let them know that you never received the first one. Okay. I sure have not. I appreciate you. Of course and I'm going to be sending that from our office email which is going to be info@benefitsinacard.com. Okay. And it's going to be titled benefit card. Okay. All right. And then if after today, after four consecutive weeks you have not received the physical card for the dental, give us a call back so that we can let the carrier know that that one also did not get sent to you. Okay. I will do that. All right. So I went ahead and sent it out. If you like, I can hold on the line to make sure that you did receive that email I sent you with your benefit card. Okay. 10:04. 10:07. No, it's not showing up yet. No, I haven't gotten it yet. But good job. Okay. It might just be in transit still. Okay. No, I haven't gotten it. But I'm sure if you sent it I'll get it. Okay. In the event that you do not see it within the next 10 minutes or so, give us a call back so that we can try to resend it. Okay. I will. Thank you. Okay. I got it. Oh, there you go. I just got it. Okay. Thanks. My pleasure. Have a great day.

Conversation Format

Speaker speaker_0: I'm calling about my benefits, how may I assist you?

Speaker speaker_1: I don't understand you.

Speaker speaker_0: How can I help you? How can I assist you? Or how can I help you?

Speaker speaker_1: Yes, I was calling... My name is Betsy Lofton. I have my employee ID here to check on my dental. It's been taken out of my check but I don't have a card for it yourself.

Speaker speaker_0: Okay. When you see the deduction following Monday is when we receive payment and your staffing company start making the benefit cards. That will be more than likely the reason why you haven't gotten them yet. What staffing company do you work with?

Speaker speaker_1: ATC Healthcare.

Speaker speaker_0: And what are the last four of the social?

Speaker speaker_1: 0504.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker_1: 81 Pincail Road, Catherine AL.

Speaker speaker_0: Okay. Ma'am, can I see the zip code, if you can be so kind?

Speaker speaker_1: Can I do what now?

Speaker speaker_0: Can you provide the zip code, please?

Speaker speaker_1: 36728.

Speaker speaker_0: All right. And then lastly, your date of birth.

Speaker speaker_1: 0630-1964.

Speaker speaker_0: We have best contact 334-830-5425.

Speaker speaker_1: Correct.

Speaker speaker_0: We show your email address down as bmars1982@icloud.com.

Speaker speaker_1: Yes.

Speaker speaker_0: So when did it became active? So your policy became active January 20th, 2025. Those benefit cards would have been sent out the 24th. One, two, three, four. And it has been over a month already since the last time they sent them but you're saying you did not receive anything in the mail?

Speaker speaker_1: I just have something that says vision coverage. I don't have anything for dental.

Speaker speaker_0: Okay. So I can go ahead and send you a digital copy of the dental one to your email and then request for your carrier to send another mail order and let them know that you never received the first one.

Speaker speaker_1: Okay. I sure have not. I appreciate you.

Speaker speaker_0: Of course and I'm going to be sending that from our office email which is going to be info@benefitsinacard.com.

Speaker speaker_1: Okay.

Speaker speaker_0: And it's going to be titled benefit card.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. And then if after today, after four consecutive weeks you have not received the physical card for the dental, give us a call back so that we can let the carrier know that that one also did not get sent to you.

Speaker speaker_1: Okay. I will do that.

Speaker speaker_0: All right. So I went ahead and sent it out. If you like, I can hold on the line to make sure that you did receive that email I sent you with your benefit card.

Speaker speaker_1: Okay. 10:04. 10:07. No, it's not showing up yet. No, I haven't gotten it yet. But good job.

Speaker speaker_0: Okay. It might just be in transit still.

Speaker speaker_1: Okay. No, I haven't gotten it. But I'm sure if you sent it I'll get it.

Speaker speaker_0: Okay. In the event that you do not see it within the next 10 minutes or so, give us a call back so that we can try to resend it.

Speaker speaker_1: Okay. I will. Thank you.

Speaker speaker_0: Okay.

Speaker speaker_1: I got it.

Speaker speaker_0: Oh, there you go.

Speaker speaker_1: I just got it. Okay. Thanks.

Speaker speaker_0: My pleasure. Have a great day.