

Transcript: Franchesca

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Full Transcript

31 states. And in countries as far away as- Hello? ... we've seen all of them over the course of the year. Yes, sir. How can I help you? Uh, yes. I was calling to set up my benefits. What staffing company do you work with? Uh, uh, MAU. That's only step one. The only thing that matters is honesty. We always get paid. Philip drew- What are the last four of your Social? 1674. ... in 2008. He has some money, wants to invest for his grandchildren's education. He received several letters of endorsement from- The last name? Henderson. ... his mom's been fighting with him. During that time- What was your first name, sir? D-K, Elvine. D-E-K-E-L-V-I-N-E. ... not certified- I see what happened. ... and other people in- Honestly speaking, I'm not sure why. Um, so they made the error of switching them. They put your last name as your first name and then your first name as your last name, but I'll- Okay. ... correct it on my end. Okay. And just to make sure that the remainder of your account is correct, can you verify your mailing address and date of birth? Uh, 6818 Hillmont Drive. That's Dallas, Texas 75217. And my date of birth is, uh, 03/22/1977. I have best number down as 214-715-1038. Yes, ma'am. And we have your email down as your first name SR at gmail.com? Yes, ma'am. You're actually already enrolled. We had received a form on August 1st, 2024. That was the day that you filled it out. Uh-huh. And you were requesting to be enrolled into medical, mutual preventative, and hospital indemnity, group accident, dental, critical illness, life insurance and vision, and you put down Dekayla Henderson as your beneficiary for the life insurance. Uh-huh. That's the current policy we have for you. Okay. Were you looking to make changes to it? Uh, no. Uh, yeah, they just told me I needed to. I got a- Okay. ... uh, text, I got a couple text messages saying that I need to call this number. Oh, it's in regards to the company opening enrollment period is ending this Friday, so the system sends it out to all of their employees, all of the phone numbers that were on their contact list. Oh, okay. Yes, sir. Did you need anything else from your policy? Uh, no. Uh, I had problems with sm- uh, once I was trying to log on into the, to the website, uh, to try to see the different doctors. It was saying that, uh, it was invalid information. Was it that website that you usually go into in order to enroll into coverage? Uh, let me just see here. The Benefits in a Card website. Um, hold on. Wha- what was that website you tried to go onto for the benefits? What, what was the website that you logged onto? For your job? Yeah. Hold on, you got to look at the paperwork. Aw. But it's gonna bother them. "Did you read my books?" "Of course. We take your advice too." "That's because you're buying shotty stuff." This one here... You can see it on E-L-I-X-I-R solutions.com. Uh, would you repeat that? I know. What were you saying, sorry? It was, uh... W-W-W E-L-I-X-I-R solutions.com. I don't think that's a website for the benefits season, to be honest. Um, we don't use that website in general. I'm not familiar with it. However, I'm gonna go ahead and send you the network providers' information, their phone numbers and website to the email- Okay. ... that we have on file, if you like. 'Cause your only current plan that has a

network requirement is your medical preventative. Okay. Everything else, as long as they accept your carrier, you're good to go. Oh, okay. Okay. All righty. ... or 50,000, 70,000, whatever it might be. And just walk- Uh, let me see. This is one thing that I have. Okay. So I sent it to you from our office email, which is info@benefitsinacard is gonna be titled network providers information. Okay. Okay. All righty. All right. And then aside from that, oh, that one, too. So from your plans, there is one specific plan that I know they do not send the physical card for- Uh-huh. ... which is going to be the medical American Public Life. Okay. You owe me benefits cards, correct? Uh, you were brok- you broke up on that last, uh, sentence. What'd you say? Mm-hmm. I was just confirming the amount of benefit cards that you received, for there's a total of three only. Uh, how would I find that? Did you receive any benefit cards at all in general? Oh, yeah, I did. I did. That's why I was reading that, uh, email off the benefit card. Okay. Yeah. So you received one digitally. Did you receive anything physically? Uh... No, no, no. That's what I'm saying. I... When I got, uh, I received that in the mail, the whole card thing. Okay. Yeah, I did. Did you receive any on your email or only by mail? Uh, I'm not sure. Let me check my email. Okay. Um, the reason why I ask, there should be a total of four cards that you have. One of them is for your preventative, which is the one that's gonna have about four squares on one side and two on the other one 'cause it's- Yeah, yeah. Yeah, I received it. ... your preventative in addition. You're right. I did. And then another one should be from APL with the name Carrington on it, which will be your dental. Okay. Yeah, I did. And then there's supposed to be another one that's very similar to that one. That will be for hospital indemnity. It will not have Carrington on it. That one's usually sent out digitally en route. Oh, okay. Um, yes, because I did... I received, uh, like I said, I, I received, like, uh, like four different cards. Mm-hmm. Oh, yeah. Um, I did. Okay. If anything, um, the one that I'm concerned about, I can just reissue another one and send it to your email. Okay. Um, it's gonna be just a digital copy of the same one, just to be on the safe side that you do have all four of your benefit cards. Okay, that's fine. All right, bear with me one moment. And then this one, just like the previous one, will be coming in from that same email I sent previously. Okay. All right. So you should be all good to go. Um, we already went over your carriers, network providers, and made sure you have that hospital indemnity benefit card. Did you have any other questions? No. No, I didn't. All right. If you have any questions in regards to your insurance, it's going to be us, and then anything related to your job-wise, it will be your staffing company. Okay. All right. All right. It was a pleasure speaking with you today, sir. I hope you have a wonderful rest of your day. All right. You, too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: 31 states. And in countries as far away as-

Speaker speaker_1: Hello?

Speaker speaker_0: ... we've seen all of them over the course of the year.

Speaker speaker_2: Yes, sir. How can I help you?

Speaker speaker_1: Uh, yes. I was calling to set up my benefits.

Speaker speaker_2: What staffing company do you work with?

Speaker speaker_1: Uh, uh, MAU.

Speaker speaker_0: That's only step one. The only thing that matters is honesty. We always get paid. Philip drew-

Speaker speaker_2: What are the last four of your Social?

Speaker speaker_1: 1674.

Speaker speaker_0: ... in 2008. He has some money, wants to invest for his grandchildren's education. He received several letters of endorsement from-

Speaker speaker_2: The last name?

Speaker speaker_1: Henderson.

Speaker speaker_0: ... his mom's been fighting with him. During that time-

Speaker speaker_2: What was your first name, sir?

Speaker speaker_1: D-K, Elvine. D-E-K-E-L-V-I-N-E.

Speaker speaker_0: ... not certified-

Speaker speaker_2: I see what happened.

Speaker speaker_0: ... and other people in-

Speaker speaker_2: Honestly speaking, I'm not sure why. Um, so they made the error of switching them. They put your last name as your first name and then your first name as your last name, but I'll-

Speaker speaker_1: Okay.

Speaker speaker_2: ... correct it on my end.

Speaker speaker_1: Okay.

Speaker speaker_2: And just to make sure that the remainder of your account is correct, can you verify your mailing address and date of birth?

Speaker speaker_1: Uh, 6818 Hillmont Drive. That's Dallas, Texas 75217. And my date of birth is, uh, 03/22/1977.

Speaker speaker_2: I have best number down as 214-715-1038.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: And we have your email down as your first name SR at gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: You're actually already enrolled. We had received a form on August 1st, 2024. That was the day that you filled it out.

Speaker speaker_1: Uh-huh.

Speaker speaker_2: And you were requesting to be enrolled into medical, mutual preventative, and hospital indemnity, group accident, dental, critical illness, life insurance and vision, and you put down Dekayla Henderson as your beneficiary for the life insurance.

Speaker speaker_1: Uh-huh.

Speaker speaker_2: That's the current policy we have for you.

Speaker speaker_1: Okay.

Speaker speaker_2: Were you looking to make changes to it?

Speaker speaker_1: Uh, no. Uh, yeah, they just told me I needed to. I got a-

Speaker speaker_2: Okay.

Speaker speaker_1: ... uh, text, I got a couple text messages saying that I need to call this number.

Speaker speaker_2: Oh, it's in regards to the company opening enrollment period is ending this Friday, so the system sends it out to all of their employees, all of the phone numbers that were on their contact list.

Speaker speaker_1: Oh, okay.

Speaker speaker_2: Yes, sir. Did you need anything else from your policy?

Speaker speaker_1: Uh, no. Uh, I had problems with sm- uh, once I was trying to log on into the, to the website, uh, to try to see the different doctors. It was saying that, uh, it was invalid information.

Speaker speaker_2: Was it that website that you usually go into in order to enroll into coverage?

Speaker speaker_1: Uh, let me just see here.

Speaker speaker_2: The Benefits in a Card website.

Speaker speaker_1: Um, hold on. Wha- what was that website you tried to go onto for the benefits? What, what was the website that you logged onto?

Speaker speaker_3: For your job?

Speaker speaker_1: Yeah.

Speaker speaker_3: Hold on, you got to look at the paperwork.

Speaker speaker_1: Aw.

Speaker speaker_3: But it's gonna bother them. "Did you read my books?" "Of course. We take your advice too." "That's because you're buying shotty stuff." This one here... You can see it on E-L-I-X-I-R solutions.com.

Speaker speaker_1: Uh, would you repeat that?

Speaker speaker_2: I know. What were you saying, sorry?

Speaker speaker_1: It was, uh...

Speaker speaker_3: W-W-W E-L-I-X-I-R solutions.com.

Speaker speaker_2: I don't think that's a website for the benefits season, to be honest. Um, we don't use that website in general. I'm not familiar with it. However, I'm gonna go ahead and send you the network providers' information, their phone numbers and website to the email-

Speaker speaker_1: Okay.

Speaker speaker_2: ... that we have on file, if you like. 'Cause your only current plan that has a network requirement is your medical preventative.

Speaker speaker_1: Okay.

Speaker speaker_2: Everything else, as long as they accept your carrier, you're good to go.

Speaker speaker_1: Oh, okay. Okay. All righty.

Speaker speaker_0: ... or 50,000, 70,000, whatever it might be. And just walk-

Speaker speaker_2: Uh, let me see. This is one thing that I have. Okay. So I sent it to you from our office email, which is info@benefitsinacard is gonna be titled network providers information.

Speaker speaker_1: Okay. Okay. All righty.

Speaker speaker_2: All right. And then aside from that, oh, that one, too. So from your plans, there is one specific plan that I know they do not send the physical card for-

Speaker speaker_1: Uh-huh.

Speaker speaker_2: ... which is going to be the medical

Speaker speaker_4: American Public Life.

Speaker speaker_1: Okay.

Speaker speaker_2: You owe me benefits cards, correct?

Speaker speaker_1: Uh, you were brok- you broke up on that last, uh, sentence. What'd you say?

Speaker speaker_2: Mm-hmm. I was just confirming the amount of benefit cards that you received, for there's a total of three only.

Speaker speaker_1: Uh, how would I find that?

Speaker speaker_2: Did you receive any benefit cards at all in general?

Speaker speaker_1: Oh, yeah, I did. I did. That's why I was reading that, uh, email off the benefit card.

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah.

Speaker speaker_2: So you received one digitally. Did you receive anything physically?

Speaker speaker_1: Uh... No, no, no. That's what I'm saying. I... When I got, uh, I received that in the mail, the whole card thing.

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah, I did.

Speaker speaker_2: Did you receive any on your email or only by mail?

Speaker speaker_1: Uh, I'm not sure. Let me check my email.

Speaker speaker_2: Okay. Um, the reason why I ask, there should be a total of four cards that you have. One of them is for your preventative, which is the one that's gonna have about four squares on one side and two on the other one 'cause it's-

Speaker speaker_1: Yeah, yeah. Yeah, I received it.

Speaker speaker_2: ... your preventative in addition.

Speaker speaker_1: You're right. I did.

Speaker speaker_2: And then another one should be from APL with the name Carrington on it, which will be your dental.

Speaker speaker_1: Okay. Yeah, I did.

Speaker speaker_2: And then there's supposed to be another one that's very similar to that one. That will be for hospital indemnity. It will not have Carrington on it. That one's usually sent out digitally en route.

Speaker speaker_1: Oh, okay. Um, yes, because I did... I received, uh, like I said, I, I received, like, uh, like four different cards.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Oh, yeah. Um, I did.

Speaker speaker_2: Okay. If anything, um, the one that I'm concerned about, I can just reissue another one and send it to your email.

Speaker speaker_1: Okay.

Speaker speaker_2: Um, it's gonna be just a digital copy of the same one, just to be on the safe side that you do have all four of your benefit cards.

Speaker speaker_1: Okay, that's fine.

Speaker speaker_2: All right, bear with me one moment. And then this one, just like the previous one, will be coming in from that same email I sent previously.

Speaker speaker_1: Okay.

Speaker speaker_2: All right. So you should be all good to go. Um, we already went over your carriers, network providers, and made sure you have that hospital indemnity benefit card. Did you have any other questions?

Speaker speaker_1: No. No, I didn't.

Speaker speaker_2: All right. If you have any questions in regards to your insurance, it's going to be us, and then anything related to your job-wise, it will be your staffing company.

Speaker speaker_1: Okay. All right.

Speaker speaker_2: All right. It was a pleasure speaking with you today, sir. I hope you have a wonderful rest of your day.

Speaker speaker_1: All right. You, too.

Speaker speaker_2: Thank you. Bye-bye.