

Transcript: Pamela

Blanc-4842336300253184-4527855942713344

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... each other so well that it- it enables them to fight- Welcome to Benefits in a Card. This is Pamela ... Hi, I actually wanted to do two things. So I wanted to check the status of my insurance and then also, I never received my insurance card. Okay. So who do you work for? I work for Creative Circle. May I have the last four digits of your Social? 8216. And your first and last name? Armstrong. What's your last name? Armstrong. A-R-M-S-T-R-O-N-G. Okay. Ms. Armstrong, for security reasons and just to make sure we are in the correct file, we need to verify your complete address and date of birth. 7-26-1995 is the date of birth and the address is 2345 Merton Avenue, Los Angeles, California. Is there an apartment number on this address? 228. Okay. So we have a telephone number on file, 661-616-8475. And your email- All right. ... is lacy_armstrong@yahoo.com. Correct. So you didn't receive your vision or dental card? I never received them. Mm-hmm, that is correct. That's why I wasn't sure if I am even, like, still paying. Like, I don't, I don't even know the status of my account. Okay. So your medical card does go to your email because that's how the carriers send it out. Uh-huh. But dental and vision you should have gotten a physical one. Now what I can do right- Yeah, I know. I never got either. Okay. What I could do right now is send you, um, digital copy, sorry, to your email. Okay. And let's see. And if you would like physical card, I could request those for you as well, um, but those you will receive it within seven to 10 days. Yeah. Can I get both? Can I get the digitals of the dental, vision and the medical? 'Cause I, I don't have the medical either. I don't have any of them. That's what I'm trying to say and I just got 'em. No, I will send all of them to you. Oh, perfect. Okay, yeah. So can I get them- Yeah. ... yeah, via email? And then I would like a physical copy of all three as well. Okay. So, um, the email will be coming from info@benefitsinacard. Check your spam and junk mail, and allow me, like, a minute or so to, for you to receive them. Okay. I'll, I'll hang on the line. Okay? Mm-hmm. Just bear with me. Let me put you on a brief hold. Ms. Armstrong? Yes. Thank you for holding. I proceeded to email you the ID card. Check your spam and junk mail, it might come there. Okay. Um, I am checking my spam. Um, I do not have anything and I'm checking my inbox. Um, yep, it looks like from info. Let me just open up the PDFs to make sure that I have them. Um, perfect. Yep. I have all- All right. ... three. Thank you so much. No problem. So the physical card will be arriving within seven to 10 days. Okay, perfect. Thanks. And if I have any issues, I can just give a call back, correct? Yes, ma'am. Thank you for- Okay. ... being on the call. Have a great rest of the night. You too. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: ... each other so well that it- it enables them to fight-

Speaker speaker_2: Welcome to Benefits in a Card. This is Pamela ...

Speaker speaker_3: Hi, I actually wanted to do two things. So I wanted to check the status of my insurance and then also, I never received my insurance card.

Speaker speaker_2: Okay. So who do you work for?

Speaker speaker_3: I work for Creative Circle.

Speaker speaker_2: May I have the last four digits of your Social?

Speaker speaker_3: 8216.

Speaker speaker_2: And your first and last name?

Speaker speaker_3: Armstrong.

Speaker speaker_2: What's your last name?

Speaker speaker_3: Armstrong. A-R-M-S-T-R-O-N-G.

Speaker speaker_2: Okay. Ms. Armstrong, for security reasons and just to make sure we are in the correct file, we need to verify your complete address and date of birth.

Speaker speaker_3: 7-26-1995 is the date of birth and the address is 2345 Merton Avenue, Los Angeles, California.

Speaker speaker_2: Is there an apartment number on this address?

Speaker speaker_3: 228.

Speaker speaker_2: Okay. So we have a telephone number on file, 661-616-8475. And your email-

Speaker speaker_3: All right.

Speaker speaker_2: ... is lacy_armstrong@yahoo.com.

Speaker speaker_3: Correct.

Speaker speaker_2: So you didn't receive your vision or dental card?

Speaker speaker_3: I never received them. Mm-hmm, that is correct. That's why I wasn't sure if I am even, like, still paying. Like, I don't, I don't even know the status of my account.

Speaker speaker_2: Okay. So your medical card does go to your email because that's how the carriers send it out.

Speaker speaker_3: Uh-huh.

Speaker speaker_2: But dental and vision you should have gotten a physical one. Now what I can do right-

Speaker speaker_3: Yeah, I know. I never got either.

Speaker speaker_2: Okay. What I could do right now is send you, um, digital copy, sorry, to your email.

Speaker speaker_3: Okay.

Speaker speaker_2: And let's see. And if you would like physical card, I could request those for you as well, um, but those you will receive it within seven to 10 days.

Speaker speaker_3: Yeah. Can I get both? Can I get the digitals of the dental, vision and the medical? 'Cause I, I don't have the medical either. I don't have any of them. That's what I'm trying to say and I just got 'em.

Speaker speaker_2: No, I will send all of them to you.

Speaker speaker_3: Oh, perfect. Okay, yeah. So can I get them-

Speaker speaker_2: Yeah.

Speaker speaker_3: ... yeah, via email? And then I would like a physical copy of all three as well.

Speaker speaker_2: Okay. So, um, the email will be coming from info@benefitsinacard. Check your spam and junk mail, and allow me, like, a minute or so to, for you to receive them.

Speaker speaker_3: Okay. I'll, I'll hang on the line.

Speaker speaker_2: Okay?

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: Just bear with me. Let me put you on a brief hold. Ms. Armstrong?

Speaker speaker_3: Yes.

Speaker speaker_2: Thank you for holding. I proceeded to email you the ID card. Check your spam and junk mail, it might come there.

Speaker speaker_3: Okay. Um, I am checking my spam. Um, I do not have anything and I'm checking my inbox. Um, yep, it looks like from info. Let me just open up the PDFs to make sure that I have them. Um, perfect. Yep. I have all-

Speaker speaker_2: All right.

Speaker speaker_3: ... three. Thank you so much.

Speaker speaker_2: No problem. So the physical card will be arriving within seven to 10 days.

Speaker speaker_3: Okay, perfect. Thanks. And if I have any issues, I can just give a call back, correct?

Speaker speaker_2: Yes, ma'am. Thank you for-

Speaker speaker_3: Okay.

Speaker speaker_2: ... being on the call. Have a great rest of the night.

Speaker speaker_3: You too. Thank you.

Speaker speaker_2: Bye-bye.