

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Yes, ma'am. Um, I currently have insurance with y'all and, uh, I wasn't thinking about it and I've upgraded phones since and I don't use the email that's associated with it, so I didn't get the email until today that I was supposed to activate it through the email and I tried to do it today and it's saying, um, um, "Account Disabled" above it and gave me this number so I called. Okay. May we get the last four digits of the social and the name of the staffing agency you work for? Um, Crown Staffing and 2002. Your first and last name? Timothy Ates, last name is A-T-E-S. Mr. Ates, 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. 3523 South Linn Street, Apartment A, Independence, Missouri, 64055, uh, June 16th, 1978. Okay. So we have the phone number on file, 816-730-8059 and your email is tnates@26@gmail.com. Yes. I, uh, I still have access to that email but I don't use the phone that is associated with it so I, I was late getting the email. Does that make sense? Yes, sir. Uh, quick question. Let's see. You want to change the phone number we have on file? No. No, no, no. Keep, uh, keep everything there but wh- so I found an email today that said, "Activate your account." I mean, it's... I've already got my card and my money is taken out. Okay. And, uh, but when I try to activate the account, it says, "Account disabled. Call, contact your whatever," and gave me this number. Yeah. So- So I'm trying to see what your file says if I should just ignore the email or is there something wrong? No, um, just, you just need to ignore the email. What was it? Is it Crown? Give me one second. Let me double-check here. I believe Crown was in open enrollment. Yeah, that's what it was. They were in open enrollment so, um, they probably were letting you know about the open enrollment and changing anything. Um... Okay, so I don't need to worry about the email? No, you don't have to worry about any- anything. Okay. I see here that, um, your benefits are active. Everything looks good. Okay. That's all I wanted to know. Thank you. All right. Thank you for giving us a call. Have a great rest of the day, sir. All right. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_2: Yes, ma'am. Um, I currently have insurance with y'all and, uh, I wasn't thinking about it and I've upgraded phones since and I don't use the email that's associated

with it, so I didn't get the email until today that I was supposed to activate it through the email and I tried to do it today and it's saying, um, um, "Account Disabled" above it and gave me this number so I called.

Speaker speaker_1: Okay. May we get the last four digits of the social and the name of the staffing agency you work for?

Speaker speaker_2: Um, Crown Staffing and 2002.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Timothy Ates, last name is A-T-E-S.

Speaker speaker_1: Mr. Ates, 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_2: 3523 South Linn Street, Apartment A, Independence, Missouri, 64055, uh, June 16th, 1978.

Speaker speaker_1: Okay. So we have the phone number on file, 816-730-8059 and your email is tnates@26@gmail.com.

Speaker speaker_2: Yes. I, uh, I still have access to that email but I don't use the phone that is associated with it so I, I was late getting the email. Does that make sense?

Speaker speaker_1: Yes, sir. Uh, quick question. Let's see. You want to change the phone number we have on file? No.

Speaker speaker_2: No, no, no. Keep, uh, keep everything there but wh- so I found an email today that said, "Activate your account." I mean, it's... I've already got my card and my money is taken out.

Speaker speaker_1: Okay.

Speaker speaker_2: And, uh, but when I try to activate the account, it says, "Account disabled. Call, contact your whatever," and gave me this number.

Speaker speaker_1: Yeah. So-

Speaker speaker_2: So I'm trying to see what your file says if I should just ignore the email or is there something wrong?

Speaker speaker_1: No, um, just, you just need to ignore the email. What was it? Is it Crown? Give me one second. Let me double-check here. I believe Crown was in open enrollment. Yeah, that's what it was. They were in open enrollment so, um, they probably were letting you know about the open enrollment and changing anything. Um...

Speaker speaker_2: Okay, so I don't need to worry about the email?

Speaker speaker_1: No, you don't have to worry about any- anything.

Speaker speaker_2: Okay.

Speaker speaker_1: I see here that, um, your benefits are active. Everything looks good.

Speaker speaker_2: Okay. That's all I wanted to know. Thank you.

Speaker speaker_1: All right. Thank you for giving us a call. Have a great rest of the day, sir.

Speaker speaker_2: All right. Bye-bye.

Speaker speaker_1: Bye.