

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 Car. This is Pamela speaking. How may I help you? Hi, this is Alicia with APL. How are you doing today? Good, Alicia. How are you doing? I'm doing well, thank you for asking. Good, okay. Listen, I have an email from Malcolm requesting an ID card, and I am unable to locate the insured in our system. Okay. Can you check to see, she's with TRC Staffing? And what's the first and last name? The first name is Tonyanika, T-O-N-Y-A-N-I-K-A. Last name, Noel, N-O-E-L. Yeah. So, Noel. I was hoping maybe we could get maybe a social. I could just reply to him, but if I can go ahead and find her and get this card out for her, I feel like that's better- Okay. ... customer service. Is it Integrity? Integrity? Yeah. Integrity? Yes. Do you have her s- uh, okay. So we have, I have the date of birth. Um, so- Do you happen to have a social? 'Cause we can't do by date of birth unfortunately. Wait, give me one second, because I don't see Malcolm working on this one. Hmm. Not here. Give me one second. Let me look it up in a better way. Just bear with me. I appreciate that. Thank you. So sorry to make you wait that long. No, you're fine. I have the social, which is 246-2355-0100. But her benefits became effective today. Oh. So her benefits became effective today. And her last name is different. Hmm. Noel. We have Jones. What? Let me see something here. We should change her last name? Um, because we have her... Uh, this is an old, old policy. Hang on. Okay, okay. Hang on. We don't have an active policy. This is... Okay, so maybe we just don't have the information yet. Yeah. It should be up there, we just- These all term in 2016. Mm-hmm. Her benefits just became effective today, so that's why. Maybe that's why it's not showing yet. Gotcha. Might be updated sometime later on today. Yeah. I'll, I'll give it a little bit and see if it comes back, you know, that- Okay. ... we've got it and can do it. All right. But I'll let Malcolm know that we don't have her in our system yet. Don't worry. I'll let him know that, because I had to ask him for her file number, so that's a... That takes time. Yeah. I should have just, I just should have emailed him back and let him know, but I just was trying my best to get him. I like to take care of things. And get it done. Yeah. Yeah, I agree, but, um, the thing is, sometimes when we go into your portal to find this... Mm-hmm. ... uh, ID card, um, when they don't have, like, enough time, it might not be showing in the system. Right. So we try to reach out to you guys. Gotcha. But for some reason- And now here I am reaching back. But for some reason the member had changed their address, and they want the ID cards to go to a different address. So they'll give us a, a new address, so we try to, as well, reach out to you guys so the ID card could go to the correct address. But I guess she's just- Yeah. ... you know, in a little bit of rush to get ID cards. Well, what I'm gonna do... But- ... I'm just going to go ahead and reply to Malcolm that- Okay. ... um, the insured is not in our system as of yet. And if he can provide that, maybe email back with the social, then that way, we can continue to check on it. Oh, okay. And that way, he'll, we'll have a... We'll have an email stream of what's

going on. Okay, no problem. I really do appreciate your help though. All right. Have a great rest of the day. I hope you do too, Pamela. Thank you, you have a great day. 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 Car. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi, this is Alicia with APL. How are you doing today?

Speaker speaker_1: Good, Alicia. How are you doing?

Speaker speaker_2: I'm doing well, thank you for asking.

Speaker speaker_1: Good, okay.

Speaker speaker_2: Listen, I have an email from Malcolm requesting an ID card, and I am unable to locate the insured in our system.

Speaker speaker_1: Okay.

Speaker speaker_2: Can you check to see, she's with TRC Staffing?

Speaker speaker_1: And what's the first and last name?

Speaker speaker_2: The first name is Tonyanika, T-O-N-Y-A-N-I-K-A. Last name, Noel, N-O-E-L.

Speaker speaker_1: Yeah. So, Noel.

Speaker speaker_2: I was hoping maybe we could get maybe a social. I could just reply to him, but if I can go ahead and find her and get this card out for her, I feel like that's better-

Speaker speaker_1: Okay.

Speaker speaker_2: ... customer service.

Speaker speaker_1: Is it Integrity? Integrity?

Speaker speaker_2: Yeah. Integrity?

Speaker speaker_1: Yes. Do you have her s- uh, okay. So we have, I have the date of birth. Um, so-

Speaker speaker_2: Do you happen to have a social? 'Cause we can't do by date of birth unfortunately.

Speaker speaker_1: Wait, give me one second, because I don't see Malcolm working on this one. Hmm. Not here. Give me one second. Let me look it up in a better way. Just bear with me.

Speaker speaker_2: I appreciate that. Thank you.

Speaker speaker_1: So sorry to make you wait that long.

Speaker speaker_2: No, you're fine.

Speaker speaker_1: I have the social, which is 246-2355-0100. But her benefits became effective today.

Speaker speaker_2: Oh.

Speaker speaker_1: So her benefits became effective today.

Speaker speaker_2: And her last name is different.

Speaker speaker_1: Hmm. Noel.

Speaker speaker_2: We have Jones.

Speaker speaker_1: What? Let me see something here. We should change her last name? Um, because we have her...

Speaker speaker_2: Uh, this is an old, old policy. Hang on.

Speaker speaker_1: Okay, okay.

Speaker speaker_2: Hang on. We don't have an active policy. This is... Okay, so maybe we just don't have the information yet.

Speaker speaker_1: Yeah. It should be up there, we just-

Speaker speaker_2: These all term in 2016.

Speaker speaker_1: Mm-hmm. Her benefits just became effective today, so that's why. Maybe that's why it's not showing yet.

Speaker speaker_2: Gotcha.

Speaker speaker_1: Might be updated sometime later on today.

Speaker speaker_2: Yeah. I'll, I'll give it a little bit and see if it comes back, you know, that-

Speaker speaker_1: Okay.

Speaker speaker_2: ... we've got it and can do it.

Speaker speaker_1: All right.

Speaker speaker_2: But I'll let Malcolm know that we don't have her in our system yet.

Speaker speaker_1: Don't worry. I'll let him know that, because I had to ask him for her file number, so that's a... That takes time. Yeah.

Speaker speaker_2: I should have just, I just should have emailed him back and let him know, but I just was trying my best to get him. I like to take care of things. And get it done.

Speaker speaker_1: Yeah. Yeah, I agree, but, um, the thing is, sometimes when we go into your portal to find this...

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... uh, ID card, um, when they don't have, like, enough time, it might not be showing in the system.

Speaker speaker_2: Right.

Speaker speaker_1: So we try to reach out to you guys.

Speaker speaker_2: Gotcha.

Speaker speaker_1: But for some reason-

Speaker speaker_2: And now here I am reaching back.

Speaker speaker_1: But for some reason the member had changed their address, and they want the ID cards to go to a different address. So they'll give us a, a new address, so we try to, as well, reach out to you guys so the ID card could go to the correct address. But I guess she's just-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... you know, in a little bit of rush to get ID cards.

Speaker speaker_2: Well, what I'm gonna do...

Speaker speaker_1: But-

Speaker speaker_2: ... I'm just going to go ahead and reply to Malcolm that-

Speaker speaker_1: Okay.

Speaker speaker_2: ... um, the insured is not in our system as of yet. And if he can provide that, maybe email back with the social, then that way, we can continue to check on it.

Speaker speaker_1: Oh, okay.

Speaker speaker_2: And that way, he'll, we'll have a... We'll have an email stream of what's going on.

Speaker speaker_1: Okay, no problem.

Speaker speaker_2: I really do appreciate your help though.

Speaker speaker_1: All right. Have a great rest of the day.

Speaker speaker_2: I hope you do too, Pamela. Thank you, you have a great day. Bye-bye.

Speaker speaker_1: Bye.