

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Uh, yes, ma'am. I was trying to find out, um... I just got an email link today to activate my, um, to activate my account online services. Okay. And, um... And when I got the email... I'm sorry, go ahead. I'm listening, sir. Uh, when I got the email, it was addressed to my wife instead of... It was addressed to my wife, and then when I opened it up to, you know, just to view my benefits and everything, they have my wife listed as the actual, uh, I guess, like primary, like account holder. It's under my wife's name instead of my name. Uh, M-A-U. May I have the last four digits of your social? 4473. Your first and last name, sir? Glenn Howard. Hey, Mr. Howard, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? Uh, 907 West Pleasant Run Road, Lancaster, Texas, 75146. And the, uh, date of birth is 1/17/75. Thank you for the information. We have a telephone number of 599-40966. Yes. Uh, okay. And the email is ghower- It's gchower. I'm sorry, gchower75@gmail.com. Yeah. So I see here that you are the... the holder for this, um, benefit. And you said you received, uh... Yeah, I got an email and it's addressed to my wife. It's addressed to Destiny Pierce, and then when I... It's to set up my profile, my account and stuff, and then when I, when I p- when I clicked on the profile tab, uh, it had her name listed, uh, it had her name listed under the profile. Hmm. And it wouldn't let me update it. Well, uh, it might be- Wouldn't let me change it to my name. It might be something when... Let me see. You got enrolled. Or maybe because, maybe because all my other... Maybe because everybody else on the plan is a, is a dependent. Maybe because she's in an adult- She's a dependent. Yeah. Huh? She's a depen- she's a dependent under you. Okay. And the rest of the children. So that account is actually under your name. I'm not quite sure why her name will come up first. Mm-hmm. But she's right under you as a dependent. Okay. And so we'll be getting... Will we be getting actual cards in the mail? Well, actually, this... They will send you, um, two cards. Now if you need extra, we could send you digital card, because the card says, uh, employees for plus family. Um- Okay. So they- You'll be getting some kind. So they sent... You said they, they sent me two cards, and if I need extra I can get a digital card? Yes, sir. Okay. So you should be getting your ID card sometime next week. Your benefits just became active this Monday, and they usually take 7 to 10 days to arrive. Okay. And how do I get the, uh, how do I get the digital card? I could put you in a brief hold and see if they are, um, available to me. Okay. If they are, I will send you some today. If not, you will have to give us a call back, probably say on Monday or Tuesday. Let me put you in a brief hold and I'll double check. Okay. Mr. Howard? Yeah. I'm sorry to make you wait this long, but the system is kind of slow. The ID cards are not generated yet in the system, so... Okay. As soon as your paperwork will go back Monday, we'll be able to send it to you. Okay. All right. Anything else I can do for you? Uh, no, that's it. All right, thank you for giving us a call. Have a good rest of

the day. All right, thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Uh, yes, ma'am. I was trying to find out, um... I just got an email link today to activate my, um, to activate my account online services.

Speaker speaker_0: Okay.

Speaker speaker_1: And, um... And when I got the email... I'm sorry, go ahead.

Speaker speaker_0: I'm listening, sir.

Speaker speaker_1: Uh, when I got the email, it was addressed to my wife instead of... It was addressed to my wife, and then when I opened it up to, you know, just to view my benefits and everything, they have my wife listed as the actual, uh, I guess, like primary, like account holder. It's under my wife's name instead of my name. Uh, M-A-U.

Speaker speaker_0: May I have the last four digits of your social?

Speaker speaker_1: 4473.

Speaker speaker_0: Your first and last name, sir?

Speaker speaker_1: Glenn Howard.

Speaker speaker_0: Hey, Mr. Howard, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: Uh, 907 West Pleasant Run Road, Lancaster, Texas, 75146. And the, uh, date of birth is 1/17/75.

Speaker speaker_0: Thank you for the information. We have a telephone number of 599-40966.

Speaker speaker_1: Yes.

Speaker speaker_0: Uh, okay. And the email is ghower-

Speaker speaker_1: It's gchower.

Speaker speaker_0: I'm sorry, gchower75@gmail.com.

Speaker speaker_1: Yeah.

Speaker speaker_0: So I see here that you are the... the holder for this, um, benefit. And you said you received, uh...

Speaker speaker_1: Yeah, I got an email and it's addressed to my wife. It's addressed to Destiny Pierce, and then when I... It's to set up my profile, my account and stuff, and then when I, when I p- when I clicked on the profile tab, uh, it had her name listed, uh, it had her name listed under the profile.

Speaker speaker_0: Hmm.

Speaker speaker_1: And it wouldn't let me update it.

Speaker speaker_0: Well, uh, it might be-

Speaker speaker_1: Wouldn't let me change it to my name.

Speaker speaker_0: It might be something when... Let me see. You got enrolled.

Speaker speaker_1: Or maybe because, maybe because all my other... Maybe because everybody else on the plan is a, is a dependent. Maybe because she's in an adult-

Speaker speaker_0: She's a dependent. Yeah.

Speaker speaker_1: Huh?

Speaker speaker_0: She's a depen- she's a dependent under you.

Speaker speaker_1: Okay.

Speaker speaker_0: And the rest of the children. So that account is actually under your name. I'm not quite sure why her name will come up first.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: But she's right under you as a dependent.

Speaker speaker_1: Okay. And so we'll be getting... Will we be getting actual cards in the mail?

Speaker speaker_0: Well, actually, this... They will send you, um, two cards. Now if you need extra, we could send you digital card, because the card says, uh, employees for plus family. Um-

Speaker speaker_1: Okay. So they-

Speaker speaker_0: You'll be getting some kind.

Speaker speaker_1: So they sent... You said they, they sent me two cards, and if I need extra I can get a digital card?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay.

Speaker speaker_0: So you should be getting your ID card sometime next week. Your benefits just became active this Monday, and they usually take 7 to 10 days to arrive.

Speaker speaker_1: Okay. And how do I get the, uh, how do I get the digital card?

Speaker speaker_0: I could put you in a brief hold and see if they are, um, available to me.

Speaker speaker_1: Okay.

Speaker speaker_0: If they are, I will send you some today. If not, you will have to give us a call back, probably say on Monday or Tuesday. Let me put you in a brief hold and I'll double check.

Speaker speaker_1: Okay.

Speaker speaker_0: Mr. Howard?

Speaker speaker_2: Yeah.

Speaker speaker_0: I'm sorry to make you wait this long, but the system is kind of slow. The ID cards are not generated yet in the system, so...

Speaker speaker_2: Okay.

Speaker speaker_0: As soon as your paperwork will go back Monday, we'll be able to send it to you.

Speaker speaker_2: Okay.

Speaker speaker_0: All right. Anything else I can do for you?

Speaker speaker_2: Uh, no, that's it.

Speaker speaker_0: All right, thank you for giving us a call. Have a good rest of the day.

Speaker speaker_2: All right, thank you. Bye-bye.