

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Cart. This is Pamela speaking. How may I help you? Hello, my name is Caleb King. I recently got you, you guys. I'm trying to figure out, okay, do I get an insurance card from you guys or how does that work? It's a, if you enroll, you, um, the ID cards usually arrive within 7 to 10 business days. Okay, so- After the benefits become effective. Well, what I've noticed is the wrong address was put in so I need to... I changed the address in the little link it sent me. Can I have some new benefit cards sent out? Sure. Who do you work for, sir? At, um, Hospitality Staffing Solutions. The last four digits of your social? 1503. Your first and last name? Caleb King. Thanks, sir. Can we begin? Yes, sir. Let me guess now. Okay. Um, let's again for security reasons, just to make sure we are in the correct file, can we please verify your complete address and date of birth? 157 Park Place Lane, Alabaster, Alabama 35007. The date of birth is 11/10/1993. So that's not the address we have on file. Three, 3527 Court South, Birmingham, Alabama 35222 Apartment A. Okay. So you want to change that address? I do. Okay. So, um, what was the date of birth? I'm sorry I couldn't hear you. 11/10/1993. Thank you. We have a phone number on file, 205-994-5442. That's correct. And your email is cmking0824. Yes. Right. So can you tell me the new address? 157 Park Place Lane, that's three words. Alabaster- Park. Parks Place. Parks Place. Lane, Alabaster, Alabama 35007. Here you don't have a, um... I'm sorry? Here you don't have a apartment number, right? Right. Correct. So your benefits just became effective on Monday. I will double check if the ID cards are available to us in, in the portal. If they are, I will send you temporary ones to use on email. Okay. Uh-huh. If not, most likely they will be, um, available tomorrow, but let me double check. Okay. And I'm going to put you in a brief hold, so. Okay. Hello? Hello? Hello. Go ahead. Hello? Yes, ma'am. Okay. So I went ahead and email you the ID cards that were available to me. The med- Okay. ... medical, dental, vision. And also, I email you the instruction of, on your PRX plan. All right. Check your spam and junk mail, it might go there. The email's coming in from info@benefitsDentalCard. Okay. All right. Is there anything- All right. I- ... else I can do for you? I've got 'em. All right. All right, great. Um, anything else I can do for you, sir? That's it. All right, thank you. Have a great rest of the day, sir. Thank you so much. You, too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hello, my name is Caleb King. I recently got you, you guys. I'm trying to figure out, okay, do I get an insurance card from you guys or how does that work?

Speaker speaker_0: It's a, if you enroll, you, um, the ID cards usually arrive within 7 to 10 business days.

Speaker speaker_1: Okay, so-

Speaker speaker_0: After the benefits become effective.

Speaker speaker_1: Well, what I've noticed is the wrong address was put in so I need to... I changed the address in the little link it sent me. Can I have some new benefit cards sent out?

Speaker speaker_0: Sure. Who do you work for, sir?

Speaker speaker_1: At, um, Hospitality Staffing Solutions.

Speaker speaker_0: The last four digits of your social?

Speaker speaker_1: 1503.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Caleb King.

Speaker speaker_0: Thanks, sir. Can we begin?

Speaker speaker_1: Yes, sir. Let me guess now.

Speaker speaker_0: Okay. Um, let's again for security reasons, just to make sure we are in the correct file, can we please verify your complete address and date of birth?

Speaker speaker_1: 157 Park Place Lane, Alabaster, Alabama 35007. The date of birth is 11/10/1993.

Speaker speaker_0: So that's not the address we have on file.

Speaker speaker_1: Three, 3527 Court South, Birmingham, Alabama 35222 Apartment A.

Speaker speaker_0: Okay. So you want to change that address?

Speaker speaker_1: I do.

Speaker speaker_0: Okay. So, um, what was the date of birth? I'm sorry I couldn't hear you.

Speaker speaker_1: 11/10/1993.

Speaker speaker_0: Thank you. We have a phone number on file, 205-994-5442.

Speaker speaker_1: That's correct.

Speaker speaker_0: And your email is cmking0824.

Speaker speaker_1: Yes.

Speaker speaker_0: Right. So can you tell me the new address?

Speaker speaker_1: 157 Park Place Lane, that's three words. Alabaster-

Speaker speaker_0: Park.

Speaker speaker_1: Parks Place.

Speaker speaker_0: Parks Place.

Speaker speaker_1: Lane, Alabaster, Alabama 35007.

Speaker speaker_0: Here you don't have a, um...

Speaker speaker_1: I'm sorry?

Speaker speaker_0: Here you don't have a apartment number, right?

Speaker speaker_1: Right. Correct.

Speaker speaker_0: So your benefits just became effective on Monday. I will double check if the ID cards are available to us in, in the portal. If they are, I will send you temporary ones to use on email.

Speaker speaker_1: Okay. Uh-huh.

Speaker speaker_0: If not, most likely they will be, um, available tomorrow, but let me double check.

Speaker speaker_1: Okay.

Speaker speaker_0: And I'm going to put you in a brief hold, so.

Speaker speaker_1: Okay.

Speaker speaker_0: Hello? Hello?

Speaker speaker_2: Hello. Go ahead.

Speaker speaker_0: Hello?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_0: Okay. So I went ahead and email you the ID cards that were available to me. The med-

Speaker speaker_2: Okay.

Speaker speaker_0: ... medical, dental, vision. And also, I email you the instruction of, on your PRX plan.

Speaker speaker_2: All right.

Speaker speaker_0: Check your spam and junk mail, it might go there. The email's coming in from info@benefitsDentalCard.

Speaker speaker_2: Okay.

Speaker speaker_0: All right. Is there anything-

Speaker speaker_2: All right. I-

Speaker speaker_0: ... else I can do for you?

Speaker speaker_2: I've got 'em.

Speaker speaker_0: All right. All right, great. Um, anything else I can do for you, sir?

Speaker speaker_2: That's it.

Speaker speaker_0: All right, thank you. Have a great rest of the day, sir.

Speaker speaker_2: Thank you so much. You, too.

Speaker speaker_0: Bye-bye.