

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? Hello. I'm calling about my insurance card. Great, and who do you work for? I work for HG Staffing in Bowling Green, Kentucky. Can I have the last three digits of your social so I can pull up your file? My social is... Last digit of my social is 8211. First and last name, sir? First name is Dannick, D-A-N-N-I-C-K, and last name is Davis. Thank you. Mr. Davis, for security reasons, just to make sure we are in the correct file, I need to verify the complete address and date of birth. Address is 640 Cumberland Ridgeway, Bowling Green, Kentucky, 42103. And the date of birth is 12/20/1984. Thank you for the information. We have a telephone number on file, 270-791-9477. Yep. Also email at lastname.davis@gmail.com. Yes. So I'm gonna put you in a pre-fill so, um, I will check if the ID cards are available to me so I could email it to you. All right? Yeah, okay, you could email that to me? So you got my email? You got, uh, my full name with a dot in b- in between at gmail.com? Yes, sir. So I'm- Yeah. Okay. ... I need to, um, verify if they are available to me and then I'll be able- Okay. ... to send that out to you. Just bear with me. Okay. Mr. Davis? Mr. Davis? Hello? Yes. Yeah. Okay. So I went ahead and emailed you all your ID cards. Is there anything else I could do for you, sir? Just a second. Let me see if I can- Yeah. ... find it out. And check your spam and junk mail, it might go there. It's coming from info@benefitsinacard. You said check the spam box? As well, yeah. Okay. Let me check that. How's your day? Good, sir. And yours? Just starting. Just woke up like an hour ago. All right. Yeah, just woke up an hour ago. Is the weather good over there? Yes, 80 degrees. 'Cause it's, it's flooding where I live in Kentucky. Oh. We're supposed to have like a flood warning here, flood warning, so. Well, here it's a little humid, but the weather is good. Yeah, so I see I got the tele, uh, tele RX and I got the ID card and I got the vision card and I got some others. So basically I got four c- four of them. Yes. You got your dental, vision, um, your medical and the MEC is your preventive care plan. Okay. And the BIP, um, Classic which is your hospital indemnity. So those two are medical plans then you have the dental and vision. Right? Okay. So I've... So how long will it take to get a physical one, a physical ID on my- Um, your benefits just, your benefits just became effective on Monday, last Monday, yes, on the 31st last- Last- So usually takes seven to ten business days for them to arrive. Oh, okay, so it became effective on the 31st? Yes. Yeah, okay, 'cause I called in... Okay, 'cause I called in on the 17th and I forgot the dude's name but I talked to him and he said it'll be like two weeks. So it's been like three weeks and I was going by, you know, the, the time that I called but now I get it now so it actually became effective on the 31st and it's gonna take what, you said two weeks? You said two weeks to get them? Yeah. Most likely, yeah. Okay. Most likely, okay. Okay. All right? Okay. That's... I- I'm, I'm glad that you brought, I'm glad that you brought, uh, you actually sent the digital copies to my email. So I'm glad. Yeah. All right. Thank you, thank you. Thank you. And thank you for giving us a call. Have a great rest of the

day, sir. Yeah, you too. Bye-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: Hello. I'm calling about my insurance card.

Speaker speaker_0: Great, and who do you work for?

Speaker speaker_1: I work for HG Staffing in Bowling Green, Kentucky.

Speaker speaker_0: Can I have the last three digits of your social so I can pull up your file?

Speaker speaker_1: My social is... Last digit of my social is 8211.

Speaker speaker_0: First and last name, sir?

Speaker speaker_1: First name is Dannick, D-A-N-N-I-C-K, and last name is Davis.

Speaker speaker_0: Thank you. Mr. Davis, for security reasons, just to make sure we are in the correct file, I need to verify the complete address and date of birth.

Speaker speaker_1: Address is 640 Cumberland Ridgeway, Bowling Green, Kentucky, 42103. And the date of birth is 12/20/1984.

Speaker speaker_0: Thank you for the information. We have a telephone number on file, 270-791-9477.

Speaker speaker_1: Yep.

Speaker speaker_0: Also email at lastname.davis@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: So I'm gonna put you in a pre-fill so, um, I will check if the ID cards are available to me so I could email it to you. All right?

Speaker speaker_1: Yeah, okay, you could email that to me? So you got my email? You got, uh, my full name with a dot in b- in between at gmail.com?

Speaker speaker_0: Yes, sir. So I'm-

Speaker speaker_1: Yeah. Okay.

Speaker speaker_0: ... I need to, um, verify if they are available to me and then I'll be able-

Speaker speaker_1: Okay.

Speaker speaker_0: ... to send that out to you. Just bear with me.

Speaker speaker_1: Okay.

Speaker speaker_0: Mr. Davis? Mr. Davis? Hello?

Speaker speaker_1: Yes. Yeah.

Speaker speaker_0: Okay. So I went ahead and emailed you all your ID cards. Is there anything else I could do for you, sir?

Speaker speaker_1: Just a second. Let me see if I can-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... find it out.

Speaker speaker_0: And check your spam and junk mail, it might go there. It's coming from info@benefitsinacard.

Speaker speaker_1: You said check the spam box?

Speaker speaker_0: As well, yeah.

Speaker speaker_1: Okay. Let me check that. How's your day?

Speaker speaker_0: Good, sir. And yours?

Speaker speaker_1: Just starting. Just woke up like an hour ago.

Speaker speaker_0: All right.

Speaker speaker_1: Yeah, just woke up an hour ago. Is the weather good over there?

Speaker speaker_0: Yes, 80 degrees.

Speaker speaker_1: 'Cause it's, it's flooding where I live in Kentucky.

Speaker speaker_0: Oh.

Speaker speaker_1: We're supposed to have like a flood warning here, flood warning, so.

Speaker speaker_0: Well, here it's a little humid, but the weather is good.

Speaker speaker_1: Yeah, so I see I got the tele, uh, tele RX and I got the ID card and I got the vision card and I got some others. So basically I got four c- four of them.

Speaker speaker_0: Yes. You got your dental, vision, um, your medical and the MEC is your preventive care plan.

Speaker speaker_1: Okay.

Speaker speaker_0: And the BIP, um, Classic which is your hospital indemnity. So those two are medical plans then you have the dental and vision. Right?

Speaker speaker_1: Okay. So I've... So how long will it take to get a physical one, a physical ID on my-

Speaker speaker_0: Um, your benefits just, your benefits just became effective on Monday, last Monday, yes, on the 31st last-

Speaker speaker_1: Last-

Speaker speaker_0: So usually takes seven to ten business days for them to arrive.

Speaker speaker_1: Oh, okay, so it became effective on the 31st?

Speaker speaker_0: Yes.

Speaker speaker_1: Yeah, okay, 'cause I called in... Okay, 'cause I called in on the 17th and I forgot the dude's name but I talked to him and he said it'll be like two weeks. So it's been like three weeks and I was going by, you know, the, the time that I called but now I get it now so it actually became effective on the 31st and it's gonna take what, you said two weeks? You said two weeks to get them?

Speaker speaker_0: Yeah. Most likely, yeah.

Speaker speaker_1: Okay. Most likely, okay. Okay.

Speaker speaker_0: All right?

Speaker speaker_1: Okay. That's... I- I'm, I'm glad that you brought, I'm glad that you brought, uh, you actually sent the digital copies to my email. So I'm glad.

Speaker speaker_0: Yeah. All right.

Speaker speaker_1: Thank you, thank you.

Speaker speaker_0: Thank you. And thank you for giving us a call. Have a great rest of the day, sir.

Speaker speaker_1: Yeah, you too. Bye-bye.

Speaker speaker_0: Bye.