

Transcript: Pamela

Blanc-5943791346958336-5776797951770624

Full Transcript

Okay, how may I help you? Hello? Thank you for calling Benefits in a Car. Yes, ma'am. Uh, this is Cody Ladner. I signed up with y'all's insurance through SSD, and, uh, I got my card or confirmation number in the mail earlier today. And it's not set up as family. It says employee only, and I've already signed up for family, like, three or four times already, I guess- Okay, so let me pull- ... a couple different... Sorry, what is it? Let me pull up your file. Okay. May I have the last four digits of the Social? 7889. Your first and last name, sir. Cody Ladner. Mr. Ladner, for security reasons and just to make sure we are in the file, I need to verify your complete address and date of birth. Uh, 27980 Road 221 Picayune, Mississippi. And date of birth is 10/23/90. Thank you. We have a phone number of 5601-590-1490. And your email is your last name, first name 90 at gmail.com? Yes. Yes. We do have, um... So baby "B" on the line. We have you here in the kit. That's my kid. Yes. We got whole family- On the paper... ... Carson. Huh? I'm sorry, on the paper that I received, it says employee only. No, but here we do have you as a... as, uh, whole family. Okay, so you have myself, Cody- We do have- ... Cody, Casey- Yes. ... Molly, Carson, Brynleigh and Brandon? Bry... Brandon. Yes. Okay, and that's full medical, dental, vision, everything? We've got... Let me see what plan you have. Dental, vision and, uh, medical. Paying \$87.30. Okay, and that's just not a check-up plan, right? That's actual insurance? Yeah. You could use it to go to the hospital. Okay. And when does that available? Um, right now, we waiting from the premium from your employer. If we receive it, um, it should be active most likely on the 5th. But I cannot assure you that until we receive the payment. Okay. All right. So, uh, when would I be able to receive the cards with their names on them? Well, you will not receive the cards with their name. It will say your name, e-employee plus family. And, um, you will be able to - Okay, so it's just that needed- ... use this card. Yes. Okay, and then they... They *freely fay* good. All right. And any- That's why I was... Hopefully, you can hear me. I, I cannot hear you, sir, no. I... That's what I was making sure that they were covered as well. And you said it would- Oh. ... kick in in about two weeks? Yeah, should be. If we receive the p- the payment over the weekend, it most likely be, um, active on Monday. But I... like I said, I cannot assure you that. Okay, that's fine. All right. All right. Well, I greatly appreciate you. No problem. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Okay, how may I help you?

Speaker speaker_1: Hello?

Speaker speaker_0: Thank you for calling Benefits in a Car.

Speaker speaker_1: Yes, ma'am. Uh, this is Cody Ladner. I signed up with y'all's insurance through SSD, and, uh, I got my card or confirmation number in the mail earlier today. And it's not set up as family. It says employee only, and I've already signed up for family, like, three or four times already, I guess-

Speaker speaker_0: Okay, so let me pull-

Speaker speaker_1: ... a couple different... Sorry, what is it?

Speaker speaker_0: Let me pull up your file.

Speaker speaker_1: Okay.

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

Speaker speaker_1: 7889.

Speaker speaker_0: Your first and last name, sir.

Speaker speaker_1: Cody Ladner.

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

Speaker speaker_1: Uh, 27980 Road 221 Picayune, Mississippi. And date of birth is 10/23/90.

Speaker speaker_0: Thank you. We have a phone number of 5601-590-1490. And your email is your last name, first name 90 at gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Yes. We do have, um...

Speaker speaker_1: So baby "B" on the line.

Speaker speaker_0: We have you here in the kit.

Speaker speaker_1: That's my kid.

Speaker speaker_0: Yes. We got whole family-

Speaker speaker_1: On the paper...

Speaker speaker_0: ... Carson. Huh?

Speaker speaker_1: I'm sorry, on the paper that I received, it says employee only.

Speaker speaker_0: No, but here we do have you as a... as, uh, whole family.

Speaker speaker_1: Okay, so you have myself, Cody-

Speaker speaker_0: We do have-

Speaker speaker_1: ... Cody, Casey-

Speaker speaker_0: Yes.

Speaker speaker_1: ... Molly, Carson, Brynleigh and Brandon?

Speaker speaker_0: Bry... Brandon. Yes.

Speaker speaker_1: Okay, and that's full medical, dental, vision, everything?

Speaker speaker_0: We've got... Let me see what plan you have. Dental, vision and, uh, medical. Paying \$87.30.

Speaker speaker_1: Okay, and that's just not a check-up plan, right? That's actual insurance?

Speaker speaker_0: Yeah. You could use it to go to the hospital.

Speaker speaker_1: Okay. And when does that available?

Speaker speaker_0: Um, right now, we waiting from the premium from your employer. If we receive it, um, it should be active most likely on the 5th. But I cannot assure you that until we receive the payment.

Speaker speaker_1: Okay. All right. So, uh, when would I be able to receive the cards with their names on them?

Speaker speaker_0: Well, you will not receive the cards with their name. It will say your name, e- employee plus family. And, um, you will be able to -

Speaker speaker_1: Okay, so it's just that needed-

Speaker speaker_0: ... use this card. Yes.

Speaker speaker_1: Okay, and then they... They *freely fay* good.

Speaker speaker_0: All right. And any-

Speaker speaker_1: That's why I was... Hopefully, you can hear me.

Speaker speaker_0: I, I cannot hear you, sir, no.

Speaker speaker_1: I... That's what I was making sure that they were covered as well. And you said it would-

Speaker speaker_0: Oh.

Speaker speaker_1: ... kick in in about two weeks?

Speaker speaker_0: Yeah, should be. If we receive the p- the payment over the weekend, it most likely be, um, active on Monday. But I... like I said, I cannot assure you that.

Speaker speaker_1: Okay, that's fine.

Speaker speaker_0: All right.

Speaker speaker_1: All right. Well, I greatly appreciate you.

Speaker speaker_0: No problem.

Speaker speaker_1: Thank you.

Speaker speaker_0: Bye-bye.