

Transcript: Priscilla

Torrales-5227349971222528-5803432995110912

Full Transcript

Good morning. Thank you for calling Benefits in the Car. My name is Priscilla. Who do I have the pleasure of speaking to? Uh, Newton Hawkins. Excuse me, what was that? Uh, Newton Hawkins. Hi, Mr. Hawkins. May I have the name of your employer and the last four digits of your Social Security, please? Um, WorkSmart 5306. Okay, thank you. For security purposes and to ensure I am on the correct file, can you please verify your full address and date of birth? Uh, 1057 Preston Bridge Road, Ducore, 30577. You need my birthday? . It's- 063072. What was your date of birth, once again? . 06/30/72. 06/30/72? Mm-hmm. Bear with me one second. All right, can you give me your last four digits of your Social Security number, once again please? 5306. 53093. 5306. 5306, okay. Last name? Hawkins. Hawkins. Hawkins, let's see. Newton Hawkins? Yes, ma'am. All right. All right. For security purposes and to ensure I am on the correct file, can you please verify your full address and date of birth, please? I just did that, didn't I? 1057 Preston Bridge Road, Ducore, Georgia, 30577. 06/30/72. Okay. Sorry, sir. I was just letting you know complete your information. Um, we have a phone number on file. It is 297-3425? Yes. Okay. And your email, please? newtonhawkins096-Newtonhawkins096- ... @gmail.com. Yeah. ... @gmail.com? Yeah. Yeah. Okay, how can I, how can I assist you? When would I be receiving my, uh, insurance card for, like, doctor visits and, and do y'all pay... Does this coverage I got, do it pay for my medicine and my, my doctor visits? 'Cause I just got a dental, I mean a, a vision card, but I ain't got the rest of 'em. Let me check for those. Bear with me one second, Mr. Hawkins. All right. All right, let me put you on hold for one minute while I download all your information for you, please. All right. Hi, Mr. Hawkins, are you still there? Yeah. Hi. Yes, thank you for taking... Thank you for, um, taking a minute to me- for waiting for me. I have sent out your, um, ID cards to your email. While we're here, um, if you don't mind checking in your spam folder, um, it is being sent under info@benefits.com. If you don't mind checking- Yeah. I'm looking at photo- I'm looking at my photo now. I have got the VIP Basic. I've also sent your dental, um, benefits ID cards as well. All right, so, uh, but I- They should be in your files on it. But this, so y'all haven't sent them yet? We have sent, I have sent it there to your spam folder, through your email. So I'll... So, so that's for my, uh, my, uh, my, uh, dental and my, uh, insurance for when I go to doctor visits and stuff? Yes, your medical, dental and vision, all three should be in your files. Mm-hmm. Do y'all pay for my med- my medicine too? We always pay for your medicine. When it come for my medicine? For your medication, you gotta pay \$10, \$20 or \$30 for generic. For your medication. All right. For co-pay, yes. All right then. All right. I appreciate it. So I'll re- Did you receive- ... see you in, I'll re- Just wa- just wanted to confirm, Mr. Hawkins- ... see you in- ... if you received them there. All right then. Just let y'all know when I get them. Okay. Sounds great. Thank you so much for calling- All right then. ... Benefits in the Card.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling Benefits in the Car. My name is Priscilla. Who do I have the pleasure of speaking to?

Speaker speaker_1: Uh, Newton Hawkins.

Speaker speaker_0: Excuse me, what was that?

Speaker speaker_1: Uh, Newton Hawkins.

Speaker speaker_0: Hi, Mr. Hawkins. May I have the name of your employer and the last four digits of your Social Security, please?

Speaker speaker_1: Um, WorkSmart 5306.

Speaker speaker_0: Okay, thank you. For security purposes and to ensure I am on the correct file, can you please verify your full address and date of birth?

Speaker speaker_1: Uh, 1057 Preston Bridge Road, Ducore, 30577. You need my birthday?

Speaker speaker_2: .

Speaker speaker_0: It's-

Speaker speaker_1: 063072.

Speaker speaker_0: What was your date of birth, once again?

Speaker speaker_2: .

Speaker speaker_1: 06/30/72.

Speaker speaker_0: 06/30/72?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Bear with me one second. All right, can you give me your last four digits of your Social Security number, once again please?

Speaker speaker_1: 5306.

Speaker speaker_0: 53093.

Speaker speaker_1: 5306.

Speaker speaker_0: 5306, okay. Last name?

Speaker speaker_1: Hawkins.

Speaker speaker_0: Hawkins. Hawkins, let's see. Newton Hawkins?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. All right. For security purposes and to ensure I am on the correct file, can you please verify your full address and date of birth, please?

Speaker speaker_1: I just did that, didn't I? 1057 Preston Bridge Road, Ducore, Georgia, 30577. 06/30/72.

Speaker speaker_0: Okay. Sorry, sir. I was just letting you know complete your information. Um, we have a phone number on file. It is 297-3425?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And your email, please?

Speaker speaker_1: newtonhawkins096-

Speaker speaker_0: Newtonhawkins096-

Speaker speaker_1: ... @gmail.com. Yeah.

Speaker speaker_0: ... @gmail.com?

Speaker speaker_1: Yeah. Yeah.

Speaker speaker_0: Okay, how can I, how can I assist you?

Speaker speaker_1: When would I be receiving my, uh, insurance card for, like, doctor visits and, and do y'all pay... Does this coverage I got, do it pay for my medicine and my, my doctor visits? 'Cause I just got a dental, I mean a, a vision card, but I ain't got the rest of 'em.

Speaker speaker_0: Let me check for those. Bear with me one second, Mr. Hawkins.

Speaker speaker_1: All right.

Speaker speaker_0: All right, let me put you on hold for one minute while I download all your information for you, please.

Speaker speaker_1: All right.

Speaker speaker_0: Hi, Mr. Hawkins, are you still there?

Speaker speaker_1: Yeah.

Speaker speaker_0: Hi. Yes, thank you for taking... Thank you for, um, taking a minute to me- for waiting for me. I have sent out your, um, ID cards to your email. While we're here, um, if you don't mind checking in your spam folder, um, it is being sent under info@benefits.com. If you don't mind checking-

Speaker speaker_1: Yeah. I'm looking at photo- I'm looking at my photo now. I have got the VIP Basic.

Speaker speaker_0: I've also sent your dental, um, benefits ID cards as well.

Speaker speaker_1: All right, so, uh, but I-

Speaker speaker_0: They should be in your files on it.

Speaker speaker_1: But this, so y'all haven't sent them yet?

Speaker speaker_0: We have sent, I have sent it there to your spam folder, through your email.

Speaker speaker_1: So I'll... So, so that's for my, uh, my, uh, my, uh, dental and my, uh, insurance for when I go to doctor visits and stuff?

Speaker speaker_0: Yes, your medical, dental and vision, all three should be in your files. Mm-hmm.

Speaker speaker_1: Do y'all pay for my med- my medicine too?

Speaker speaker_0: We always pay for your medicine.

Speaker speaker_1: When it come for my medicine?

Speaker speaker_0: For your medication, you gotta pay \$10, \$20 or \$30 for generic. For your medication.

Speaker speaker_1: All right.

Speaker speaker_0: For co-pay, yes.

Speaker speaker_1: All right then. All right. I appreciate it. So I'll re-

Speaker speaker_0: Did you receive-

Speaker speaker_1: ... see you in, I'll re-

Speaker speaker_0: Just wa- just wanted to confirm, Mr. Hawkins-

Speaker speaker_1: ... see you in-

Speaker speaker_0: ... if you received them there.

Speaker speaker_1: All right then. Just let y'all know when I get them.

Speaker speaker_0: Okay. Sounds great. Thank you so much for calling-

Speaker speaker_1: All right then.

Speaker speaker_0: ... Benefits in the Card.