

Transcript: Priscilla

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Full Transcript

Good morning. Thank you for calling Benefits in the Card. My name is Priscilla. Who do I have the pleasure of speaking to? My name is Rena Osborne. Okay. What special agency do you work for and what's the last four digits of your Social number? Crown Services. And the last four is 8167. Bear with me one second. The Bible tells us about the glory of God, glory of God. You don't read the Bible three seconds before a preacher, but it tells you the glory- 8467? ... of God. 8167. Okay. My apologies. Yeah, no problem. First name again? My first name? Rena- Yes, yes. ... Osborne. Yeah. Rena Osborne? Yes. Okay. Can you verify your address that you have on file for me? Say your date of birth. 2607 Steeplechase Court, Apartment C, Clarksville, Tennessee 37043. And what else was it? Did you need- Yeah, your birth date. And I am 162. Okay. I have a phone number, 931-346-8373. Yes. And then I have an email, renaosborne6@gmail.com. Yes. Okay. How can I assist you, Ms. Osborne? Uh, your benefits. I know y'all have life, dental, vision, uh, no, medical, life, and vision. Do y'all have, um, y'all got medical, vision, and... What is medical, vision and, uh- Medication. I'm trying to read this girl's handwritings. Okay. Y'all have medical, vision, and dental, right? Yes, ma'am. Do y'all have life? We have term life. We have, uh, for illness, accident, any, uh, any, see, behavioral health, disability- Do y'all have life insu- Do y'all have life insurance? Uh, no. We have term life. No life? Mm-mm. Oh, okay. Um, I was told that y'all insurance wasn't any good. I mean, how much percentage would I have to pay if I were to go to the doctor, uh, dental or the vision? Okay. If it's under vision, let's go here. Bear with me. Hello? Yes, ma'am. I'm still here. I'm just looking over here so I can go ahead and give you that information. Um, if you have, like, a doctor's visit, you're basically looking at coverage for \$50 per day for max four days, so, like, four days a year. Um, and you get covered only \$50 if you go to a physician's office. Um, and you're just gonna pay the difference. Whatever you receive on that bill is the difference of what it, uh, be in cover, which is insurance covers. Depending on the plan that you choose, which is VIP Standard or VIP Classic, um... How much is that plan? Is that the high plan? The VIP Standard? Yeah. The VIP Standard you are looking at... It's for yourself, you're looking at \$17.07 a week. And then VIP Classic, for yourself, you're looking at \$18.86, which is, uh, the higher coverage. But like I said, there's always, uh, what the insurance covers is what we have here on the benefits card. It's what it covers, and then whatever difference is owed, that's what you pay. Okay. Can I get the \$18 one? The VIP Classic? And can you send that for me and mail that too? Would you like the benefits card sent to you? Yes. But right now that was for the, uh, the doctor visit is \$18? No, you're looking at the physician's office, you're looking at \$50 per day, max four days. If you're looking at... Oh, if you're looking at the Classic- Well- Yes, that's what you're looking at. Okay. And I'm saying that if I were to go to the doctor today, how much would I pay? The difference of what's on that bill. So yeah, it could be over \$50. Okay. So I have to have \$50 when I go, then the remainder of the bill, I

have to pay out of my pocket? Yes, ma'am. Mm-hmm. 'Cause this is what the insurance c- Oh. Okay. How much, how much is the vision? If you're looking at vision, you're basically, if you have the thing, it's like a \$50 coverage. Yes, yes, ma'am. That's great. It is. Excuse me? So \$50, \$50 coverage per day, max four days. Y- Just send me the information 'cause I don't understand. I just got through looking at it. You made me choose what I want. You wanna- I don't understand. You wanna, you wanna read over... I can definitely send that benefits guide for you. A lot of people, it's easier for them to read it over. Yes, it is. Okay. Could you go ahead and send me one? Yes, ma'am. Definitely. Well, can I send it off to the email address I have on file, renaosborne6@gmail.com? Uh, could you send it to my home? You want a physical set? Yeah. You don't want it through email? No. Okay. Bear with me. I'm gonna put you on a brief hold so I can go ahead and get that information sent to you, okay? Okay. Bear with me one second. Ms. Osborne? Yes. Yes, ma'am. If, um, the physical copies, um, we do not send those out. Uh, I've, uh, I asked a higher-up for me, and she, uh, confirmed that you gotta ask Crown Services, uh, for that, uh, for the benefits guide if you want one physically. But we could send one, uh, electronically to your email. Yes, please. Could you do that? Yes, ma'am. Will do. Anything else I can help you with, Ms. Osborne? Uh, no, ma'am. All right. Thank you for calling Benefits in the Card. And have a wonderful day. All right. Thank you. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: My name is Rena Osborne.

Speaker speaker_0: Okay. What special agency do you work for and what's the last four digits of your Social number?

Speaker speaker_1: Crown Services. And the last four is 8167.

Speaker speaker_0: Bear with me one second.

Speaker speaker_2: The Bible tells us about the glory of God, glory of God. You don't read the Bible three seconds before a preacher, but it tells you the glory-

Speaker speaker_0: 8467?

Speaker speaker_2: ... of God.

Speaker speaker_1: 8167.

Speaker speaker_0: Okay. My apologies.

Speaker speaker_1: Yeah, no problem.

Speaker speaker_0: First name again?

Speaker speaker_1: My first name? Rena-

Speaker speaker_0: Yes, yes.

Speaker speaker_1: ... Osborne. Yeah.

Speaker speaker_0: Rena Osborne?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Can you verify your address that you have on file for me? Say your date of birth.

Speaker speaker_1: 2607 Steeplechase Court, Apartment C, Clarksville, Tennessee 37043. And what else was it? Did you need-

Speaker speaker_0: Yeah, your birth date.

Speaker speaker_1: And I am 162.

Speaker speaker_0: Okay. I have a phone number, 931-346-8373.

Speaker speaker_1: Yes.

Speaker speaker_0: And then I have an email, renaosborne6@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. How can I assist you, Ms. Osborne?

Speaker speaker_1: Uh, your benefits. I know y'all have life, dental, vision, uh, no, medical, life, and vision. Do y'all have, um, y'all got medical, vision, and... What is medical, vision and, uh-

Speaker speaker_0: Medication.

Speaker speaker_1: I'm trying to read this girl's handwritings. Okay. Y'all have medical, vision, and dental, right?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Do y'all have life?

Speaker speaker_0: We have term life. We have, uh, for illness, accident, any, uh, any, see, behavioral health, disability-

Speaker speaker_1: Do y'all have life insu- Do y'all have life insurance?

Speaker speaker_0: Uh, no. We have term life.

Speaker speaker_1: No life?

Speaker speaker_0: Mm-mm.

Speaker speaker_1: Oh, okay. Um, I was told that y'all insurance wasn't any good. I mean, how much percentage would I have to pay if I were to go to the doctor, uh, dental or the vision?

Speaker speaker_0: Okay. If it's under vision, let's go here. Bear with me.

Speaker speaker_1: Hello?

Speaker speaker_0: Yes, ma'am. I'm still here. I'm just looking over here so I can go ahead and give you that information. Um, if you have, like, a doctor's visit, you're basically looking at coverage for \$50 per day for max four days, so, like, four days a year. Um, and you get covered only \$50 if you go to a physician's office. Um, and you're just gonna pay the difference. Whatever you receive on that bill is the difference of what it, uh, be in cover, which is insurance covers. Depending on the plan that you choose, which is VIP Standard or VIP Classic, um...

Speaker speaker_1: How much is that plan? Is that the high plan?

Speaker speaker_0: The VIP Standard?

Speaker speaker_1: Yeah.

Speaker speaker_0: The VIP Standard you are looking at... It's for yourself, you're looking at \$17.07 a week. And then VIP Classic, for yourself, you're looking at \$18.86, which is, uh, the higher coverage. But like I said, there's always, uh, what the insurance covers is what we have here on the benefits card. It's what it covers, and then whatever difference is owed, that's what you pay.

Speaker speaker_1: Okay. Can I get the \$18 one?

Speaker speaker_0: The VIP Classic?

Speaker speaker_1: And can you send that for me and mail that too?

Speaker speaker_0: Would you like the benefits card sent to you?

Speaker speaker_1: Yes. But right now that was for the, uh, the doctor visit is \$18?

Speaker speaker_0: No, you're looking at the physician's office, you're looking at \$50 per day, max four days. If you're looking at... Oh, if you're looking at the Classic-

Speaker speaker_1: Well-

Speaker speaker_0: Yes, that's what you're looking at.

Speaker speaker_1: Okay. And I'm saying that if I were to go to the doctor today, how much would I pay?

Speaker speaker_0: The difference of what's on that bill. So yeah, it could be over \$50.

Speaker speaker_1: Okay. So I have to have \$50 when I go, then the remainder of the bill, I have to pay out of my pocket?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: 'Cause this is what the insurance c-

Speaker speaker_1: Oh. Okay. How much, how much is the vision?

Speaker speaker_0: If you're looking at vision, you're basically, if you have the thing, it's like a \$50 coverage. Yes, yes, ma'am.

Speaker speaker_3: That's great.

Speaker speaker_0: It is.

Speaker speaker_1: Excuse me?

Speaker speaker_0: So \$50, \$50 coverage per day, max four days.

Speaker speaker_1: Y- Just send me the information 'cause I don't understand. I just got through looking at it. You made me choose what I want.

Speaker speaker_0: You wanna-

Speaker speaker_1: I don't understand.

Speaker speaker_0: You wanna, you wanna read over... I can definitely send that benefits guide for you. A lot of people, it's easier for them to read it over.

Speaker speaker_1: Yes, it is. Okay. Could you go ahead and send me one?

Speaker speaker_0: Yes, ma'am. Definitely. Well, can I send it off to the email address I have on file, renaosborne6@gmail.com?

Speaker speaker_1: Uh, could you send it to my home?

Speaker speaker_0: You want a physical set?

Speaker speaker_1: Yeah.

Speaker speaker_0: You don't want it through email?

Speaker speaker_1: No.

Speaker speaker_0: Okay. Bear with me. I'm gonna put you on a brief hold so I can go ahead and get that information sent to you, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Bear with me one second. Ms. Osborne?

Speaker speaker_1: Yes.

Speaker speaker_0: Yes, ma'am. If, um, the physical copies, um, we do not send those out. Uh, I've, uh, I asked a higher-up for me, and she, uh, confirmed that you gotta ask Crown Services, uh, for that, uh, for the benefits guide if you want one physically. But we could send one, uh, electronically to your email.

Speaker speaker_1: Yes, please. Could you do that?

Speaker speaker_0: Yes, ma'am. Will do. Anything else I can help you with, Ms. Osborne?

Speaker speaker_1: Uh, no, ma'am.

Speaker speaker_0: All right. Thank you for calling Benefits in the Card. And have a wonderful day.

Speaker speaker_1: All right. Thank you. Bye-bye.

Speaker speaker_0: Bye-bye.