

Transcript: Priscilla

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Full Transcript

Good afternoon. Thank you for calling Benefits in the Card. My name is Priscilla. Who do I have the pleasure of speaking to? Yes, ma'am. This is Cody Ladner. Uh, I work for, uh, Superior Skilled Trades, SST. And, uh, apparently they swapped insurance over to y'all and I wasn't notified about it. And my wife went to go use our current insurance and said that she wasn't on it or something. I don't know what all's going on and I just got notified about this. Yes, ma'am. Okay. Let me go ahead and check your account. So if you don't mind giving me, uh, the name of, uh, once again your employer and last four social security number, please. Uh, Superior Skilled Trades. Skilled... Yeah, SST. Okay. And your last four? Last four is 7889. 7889. There was no one check out. Okay. All right. And what was your first and last name? Cody Ladner. Cody Ladner. I see your last name. Yes, ma'am. All right here... Um, for security purposes to ensure I'm the correct file, can you please verify your full address and your date of birth? My address is 27980 Road 221, Vicksburg, Mississippi 39466. Okay. Thank you so much. And then we here have your birthday. 10/23/90. Okay. And we have a phone number on file, 601-590-1490? Yes, ma'am. And we have an email address, sladnercody90@gmail.com? Mm-hmm. That will do it. Okay. All right. Here I'm looking at your current coverage. We have dental, vision, and your VIP Classic for employee plus family. Yeah. See, my wife went to use the insurance today or this morning and they said that she wasn't covered. It was only, uh, employee. They denied it. I... Yeah. She have received... We have sent her the different ID cards that she has received. Oh, they received a different ID card? Yes. Because they're a different company and that's why you receive those two different, um, ID cards. Oh, okay. All right. And when will we receive them? We're, we're gonna be requesting to send it out through mail and that takes at least two to three weeks. But if you like as well, um, we... Yes, we're gonna go ahead and send that request out for you so we can get it sent out. All right. That's fine. And I have medical, dental and vision, right? For- Yes. I'm going to- ... all family and my wife? Yes, sir. And then we will send out the virtual, um, benefit cards. And if you don't mind, while I do that, I'm gonna put you on a brief hold so I can do that and send that now for you. Okay. All right. Okay. Thank you so much. Hi, Mr. Leizner. Are you still there? Yes, ma'am. Okay. So I did send out those. I sent out a request to send out your original . And as well, I sent it, um, through your email. Um, if while we're here, if we can check that. Your vision is being processed, so we will be receiving that information once we get it. We will give, be giving you a call back in regards, uh, of your vision, um, of your vision card. Um, but we did send the medical and the dental for you as well, so while we're here, if you don't mind checking your email, um, to see if you received those virtually. Yeah. I got the dental and then this one here. All right. And what about the vision? Mm-hmm. I know that's the one that she's needing my... She had to cancel- Yes. ... my appointment today. Yes. That vision is, like I said earlier, the vision is not completely ready yet. It's being processed,

but once we get that, um, we will, uh, give you a call in regards to that once we receive it. Okay. All right. Mm-hmm. Do you know roughly about how long you think it would be? A couple weeks? A month? We will prob-... We're, we're crushing as soon as we can to get it, um, as soon as possible, but it usually takes at least two to three weeks. Okay. Mm-hmm. All right. Well, thank you, ma'am. Perfect. Thank you. Is there anything else I can help you with, Mr. Leizner? No. That'll be it. Thank you. Perfect. Thank you for calling Benefits in the Card. Have a wonderful day. You too. Thanks. Bye. Thanks.

Conversation Format

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

Speaker speaker_1: Yes, ma'am. This is Cody Ladner. Uh, I work for, uh, Superior Skilled Trades, SST. And, uh, apparently they swapped insurance over to y'all and I wasn't notified about it. And my wife went to go use our current insurance and said that she wasn't on it or something. I don't know what all's going on and I just got notified about this. Yes, ma'am.

Speaker speaker_0: Okay. Let me go ahead and check your account. So if you don't mind giving me, uh, the name of, uh, once again your employer and last four social security number, please.

Speaker speaker_1: Uh, Superior Skilled Trades. Skilled... Yeah, SST.

Speaker speaker_0: Okay. And your last four?

Speaker speaker_1: Last four is 7889.

Speaker speaker_0: 7889. There was no one check out.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. And what was your first and last name?

Speaker speaker_1: Cody Ladner.

Speaker speaker_0: Cody Ladner. I see your last name.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right here... Um, for security purposes to ensure I'm the correct file, can you please verify your full address and your date of birth?

Speaker speaker_1: My address is 27980 Road 221, Vicksburg, Mississippi 39466.

Speaker speaker_0: Okay. Thank you so much. And then we here have your birthday.

Speaker speaker_1: 10/23/90.

Speaker speaker_0: Okay. And we have a phone number on file, 601-590-1490?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And we have an email address, sladnercody90@gmail.com?

Speaker speaker_1: Mm-hmm. That will do it.

Speaker speaker_0: Okay. All right. Here I'm looking at your current coverage. We have dental, vision, and your VIP Classic for employee plus family.

Speaker speaker_1: Yeah. See, my wife went to use the insurance today or this morning and they said that she wasn't covered. It was only, uh, employee. They denied it.

Speaker speaker_0: I... Yeah. She have received... We have sent her the different ID cards that she has received.

Speaker speaker_1: Oh, they received a different ID card?

Speaker speaker_0: Yes. Because they're a different company and that's why you receive those two different, um, ID cards.

Speaker speaker_1: Oh, okay. All right. And when will we receive them?

Speaker speaker_0: We're, we're gonna be requesting to send it out through mail and that takes at least two to three weeks. But if you like as well, um, we... Yes, we're gonna go ahead and send that request out for you so we can get it sent out.

Speaker speaker_1: All right. That's fine. And I have medical, dental and vision, right? For-

Speaker speaker_0: Yes. I'm going to-

Speaker speaker_1: ... all family and my wife?

Speaker speaker_0: Yes, sir. And then we will send out the virtual, um, benefit cards. And if you don't mind, while I do that, I'm gonna put you on a brief hold so I can do that and send that now for you.

Speaker speaker_1: Okay. All right.

Speaker speaker_0: Okay. Thank you so much. Hi, Mr. Leizner. Are you still there?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So I did send out those. I sent out a request to send out your original . And as well, I sent it, um, through your email. Um, if while we're here, if we can check that. Your vision is being processed, so we will be receiving that information once we get it. We will give, be giving you a call back in regards, uh, of your vision, um, of your vision card. Um, but we did send the medical and the dental for you as well, so while we're here, if you don't mind checking your email, um, to see if you received those virtually.

Speaker speaker_1: Yeah. I got the dental and then this one here. All right. And what about the vision?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I know that's the one that she's needing my... She had to cancel-

Speaker speaker_0: Yes.

Speaker speaker_1: ... my appointment today.

Speaker speaker_0: Yes. That vision is, like I said earlier, the vision is not completely ready yet. It's being processed, but once we get that, um, we will, uh, give you a call in regards to that once we receive it.

Speaker speaker_1: Okay. All right.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Do you know roughly about how long you think it would be? A couple weeks? A month?

Speaker speaker_0: We will prob-... We're, we're crushing as soon as we can to get it, um, as soon as possible, but it usually takes at least two to three weeks.

Speaker speaker_1: Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: All right. Well, thank you, ma'am.

Speaker speaker_0: Perfect. Thank you. Is there anything else I can help you with, Mr. Leizner?

Speaker speaker_1: No. That'll be it. Thank you.

Speaker speaker_0: Perfect. Thank you for calling Benefits in the Card. Have a wonderful day.

Speaker speaker_1: You too. Thanks. Bye.

Speaker speaker_0: Thanks.