

Transcript: Sara

Marulanda-4724934104498176-5164956792307712

Full Transcript

Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Nathan Fisher. Hello, Mr. Nathan. How may I help you? I got a voicemail saying that one of my medical cards was withdrawn, I think, for some reason. Um, okay, let me check your account to find out who calls you or what was the message. May I have the name of the agency that you are working with and the last four of your Social Security number to locate you on the system? Well, it would be... Well, I'm working in, in my unit, but, um, think that's who's hired me, but I'm not... a touchdown print maybe, but let me get my thing out real quick. Okay, sure. Okay. Okay. It's 1-8-6-9. 1-8-6-9. And the name of the agency that you are working with? I think it's MAU. MAU? Oh, okay. Mr. Nathan Fisher. And Mr. Na- Mr. Nathan, just for security purposes, can you please verify your address and date of birth? My birthday is April 3, 2000. And where I live is 187 Baker Street, where I get mail at 125 Barrett Street. Okay. And the city name? Warrentville. That's South Carolina. And the zip code? 298510. Okay. And your phone number is 803-270-6280? Yes. And is your email kingsheroo@yahoo.com? Yes. Okay, thank you very much. Let me see, let me check why they called you. Give me just a minute, please. Okay. Um, they say then the- Hello? ... ID card was returned to us, eh, on the 24th of, eh, March. It was not... There was no mail receptacle there, so that's why they're, they returned it. I'm just wondering what address they sent it. Um, may I put you on hold just for a minute, please? Okay. Okay. I'll be right back with you, sir. Hello, Mr. Fisher? Yeah. Thank you for waiting, sir. Okay. The, the ID card was sent to 187 Baker Street. Is that the correct address or is, you want me to send it back to 125 Barrett Street? 125 8-... Barrett Street is the place where I get mail, so that would be the best place to send it. Okay, so I gonna resend that ID card to that address. 125 Barrett Street, Warrentville, South Carolina, 29851. Is that correct? Yeah, Barrett Street. Okay, sir. So we're gonna send the ID card. Um, it might take a week for you to receive it, but I'm gonna send that today, okay? Okay. Okay. Do you have any other questions for us, Mr. Fisher? Um, I'm, when I got the card thingy before, it gave me two cards for dental, but I thought I was only supposed to get one card for dental. I don't know if there was a mistake or not. Well, well, the other c- they always send two cards, the same cards but two, eh, that way you can keep one on your wallet and the other one on your car or stuff like that. Oh, I didn't know- But they're the same card. I didn't know. Okay. So I think it's about to have maybe-... Vision as well. I'm sorry, could you repeat that for me? The Vision did you say? I believe I saw Vision, like the same- Yes, sir. You're enrolled in Vision as well, yes. Uh, we'll send you the Vision ID card as well, okay? Okay. All righty, sir. Um, other than that, is there anything else that I can help you with? Let me see here. Let me go see what other insurance I have. Okay, I have some more... Okay, um, I believe there should be life, dental, vision, disability, critical illness and accident. Is that all signed up to get? Okay. This is what you are enrolled at, um, you have dental, short-term

disability, term life, Vision, critical illness, group accident and ME/C standalone which is a preventive care. Yeah. And let's see what I should have. And you should receive a dental ID card, uh, and the Vision is with the ME/C ID card, which is a preventive care card. Both, um, the dental and vision are together on that same ID card. Okay. Okay, sir? I think that should be everything. Okay. They're going to be sent, um, to your mailing address, sir, to your, uh, 125 Barrett Street. Yeah. All right, sir. Other than that, is there anything else that I can help you with? I think that's all. All righty, Mr. Fisher. So thank you very much for calling Benefits Center Card. I wish you too have a wonderful day, sir. You too. Uh, one more thing, Mr. Fisher, uh, I'm gonna send you a virtual, I mean, a virtual copy to your email. That way you can receive it immediately, uh, while you wait for the hard copy to arrive on the mail. Is, is that okay with you? Yeah. Okay, sir. So, I'm going to send that right now. Okay, sir? Okay. All righty, sir. So have a wonderful day. Thank you for calling us, sir. You too. Okay. Bye-bye.

Conversation Format

Speaker None: Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Nathan Fisher. Hello, Mr. Nathan. How may I help you? I got a voicemail saying that one of my medical cards was withdrawn, I think, for some reason. Um, okay, let me check your account to find out who calls you or what was the message. May I have the name of the agency that you are working with and the last four of your Social Security number to locate you on the system? Well, it would be... Well, I'm working in, in my unit, but, um, think that's who's hired me, but I'm not... a touchdown print maybe, but let me get my thing out real quick. Okay, sure. Okay. Okay. It's 1-8-6-9. 1-8-6-9. And the name of the agency that you are working with? I think it's MAU. MAU? Oh, okay. Mr. Nathan Fisher. And Mr. Na- Mr. Nathan, just for security purposes, can you please verify your address and date of birth? My birthday is April 3, 2000. And where I live is 187 Baker Street, where I get mail at 125 Barrett Street. Okay. And the city name? Warrentville. That's South Carolina. And the zip code? 298510. Okay. And your phone number is 803-270-6280? Yes. And is your email kingsheroo@yahoo.com? Yes. Okay, thank you very much. Let me see, let me check why they called you. Give me just a minute, please. Okay. Um, they say then the- Hello? ... ID card was returned to us, eh, on the 24th of, eh, March. It was not... There was no mail receptacle there, so that's why they're, they returned it. I'm just wondering what address they sent it. Um, may I put you on hold just for a minute, please? Okay. Okay. I'll be right back with you, sir. Hello, Mr. Fisher? Yeah. Thank you for waiting, sir. Okay. The, the ID card was sent to 187 Baker Street. Is that the correct address or is, you want me to send it back to 125 Barrett Street? 125 8-... Barrett Street is the place where I get mail, so that would be the best place to send it. Okay, so I gonna resend that ID card to that address. 125 Barrett Street, Warrentville, South Carolina, 29851. Is that correct? Yeah, Barrett Street. Okay, sir. So we're gonna send the ID card. Um, it might take a week for you to receive it, but I'm gonna send that today, okay? Okay. Okay. Do you have any other questions for us, Mr. Fisher? Um, I'm, when I got the card thingy before, it gave me two cards for dental, but I thought I was only supposed to get one card for dental. I don't know if there was a mistake or not. Well, well, the other c- they always send two cards, the same cards but two, eh, that way you can keep one on your wallet and the other one on your car or stuff like that. Oh, I didn't know- But they're the same card. I

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