

Transcript: Sara

Marulanda-5296279614308352-6739160422072320

Full Transcript

Thank you for calling Benefits and a Card, my name is Laura. May I have your name, please? Yes, ma'am. My name is Demarion Holley. Hello, sir. How may I help you? Um, yes, ma'am. I was calling today because I wanted to schedule, um, some doctor's appointments and get, uh, my insurance and stuff, uh, dealt with. So you need your insurance information? Okay. May I have, please, the name of the agency that you are working with and the last four of your Social? Yes, ma'am. The agency I'm working for is DGSL Staffing and my... You said the last four of my Social? Yes, sir. Please. 8973. And your last name again? Holley. H-O-L-L-E-Y. Demarion Holley? Yes, ma'am. Mr. Holley, and just for security purposes, can you please verify your address and date of birth? My address is 1508 Millhouse Drive, Cary, North Carolina, 27513. And my date of birth, June 29, 2004. And is your email maryholley044@gmail.com? Yes, ma'am. And is your phone number... Okay, we're missing one number here. We have 252-301-799- 6. 6? Yes, ma'am. Thank you very much. Okay, Mr. Holley, um, your coverage is active. May I put you on hold while I download the information and send you the ID cards by, by email? Yes. Can I- Okay, is it- Can I, can I, can I ask you a question, please? Sure, sir. Um, if I wanted... I mean, if I wanted to schedule a, a doctor's appointment today, could I, could I do that today? Yes. Yes. Yes. Your c- Okay. Your coverage is active since today. I mean, it was just one week lapse, and it's active from today until next becoming Sunday. And then if you see a deduction on the 18th or a this week check, you're going to have coverage for then the following weeks. Okay, thank you. Okay, and, uh, I have one, one more thing for you before I put you on hold, uh, Mr. Holley. We're missing a beneficiary. Like, if something happened to you, who would you like to receive your, uh, term life coverage? Um, my... Can I use my, uh, my spouse? Yes, sure. What is her first name? Mauria, M-A-U-R-I-A. Okay. Uh, any middle initial? Uh, A. And last name? Campbell, C-A-M-P-B-E-L-L. Okay, hold on. Campbell. Um, okay, hold on. And... Okay. And you want 100% for her? Yes, ma'am. Okay, just to verify it's M-A-U-R-I-A, middle initial A, last name Campbell? Yes, ma'am. Okay, thank you very much. So, um, let me put you on hold for a minute while I, uh, send you the ID cards. Okay? Yes, ma'am. Thank you. All right, sir. You're more than welcome. I'll be right back with you. All right. Hello, Mr. Holly? Yes, ma'am. Thank you for waiting on the line. Um, can you check your email while we are on the phone, sir? Yes, ma'am. You must see an email from Info at Benefits in a Card. Um... Yes, ma'am, I have... Okay. There is three PDF files there. One has your vision, the other one your dental, and the other one, your medical ID card. There is a phone number on each ID card where you can call to locate participant or provider f00:04:03. Um, other than that, sir, is there anything else that I can help you with? No, ma'am. That'll be all. All righty, sir. So thank you for calling Benefits in a Card. Wish you to have a f00:04:16. Yes, ma'am. You have a good one. You as well. Hmm, bye-bye. All right. Bye.

Conversation Format

Speaker None: Thank you for calling Benefits and a Card, my name is Laura. May I have your name, please? Yes, ma'am. My name is Demarion Holley. Hello, sir. How may I help you? Um, yes, ma'am. I was calling today because I wanted to schedule, um, some doctor's appointments and get, uh, my insurance and stuff, uh, dealt with. So you need your insurance information? Okay. May I have, please, the name of the agency that you are working with and the last four of your Social? Yes, ma'am. The agency I'm working for is DGSL Staffing and my... You said the last four of my Social? Yes, sir. Please. 8973. And your last name again? Holley. H-O-L-L-E-Y. Demarion Holley? Yes, ma'am. Mr. Holley, and just for security purposes, can you please verify your address and date of birth? My address is 1508 Millhouse Drive, Cary, North Carolina, 27513. And my date of birth, June 29, 2004. And is your email maryholley044@gmail.com? Yes, ma'am. And is your phone number... Okay, we're missing one number here. We have 252-301-799- 6. 6? Yes, ma'am. Thank you very much. Okay, Mr. Holley, um, your coverage is active. May I put you on hold while I download the information and send you the ID cards by, by email? Yes. Can I- Okay, is it- Can I, can I, can I ask you a question, please? Sure, sir. Um, if I wanted... I mean, if I wanted to schedule a, a doctor's appointment today, could I, could I do that today? Yes. Yes. Yes. Your c- Okay. Your coverage is active since today. I mean, it was just one week lapse, and it's active from today until next becoming Sunday. And then if you see a deduction on the 18th or a this week check, you're going to have coverage for then the following weeks. Okay, thank you. Okay, and, uh, I have one, one more thing for you before I put you on hold, uh, Mr. Holley. We're missing a beneficiary. Like, if something happened to you, who would you like to receive your, uh, term life coverage? Um, my... Can I use my, uh, my spouse? Yes, sure. What is her first name? Mauria, M-A-U-R-I-A. Okay. Uh, any middle initial? Uh, A. And last name? Campbell, C-A-M-P-B-E-L-L. Okay, hold on. Campbell. Um, okay, hold on. And... Okay. And you want 100% for her? Yes, ma'am. Okay, just to verify it's M-A-U-R-I-A, middle initial A, last name Campbell? Yes, ma'am. Okay, thank you very much. So, um, let me put you on hold for a minute while I, uh, send you the ID cards. Okay? Yes, ma'am. Thank you. All right, sir. You're more than welcome. I'll be right back with you. All right. Hello, Mr. Holly? Yes, ma'am. Thank you for waiting on the line. Um, can you check your email while we are on the phone, sir? Yes, ma'am. You must see an email from Info at Benefits in a Card. Um... Yes, ma'am, I have... Okay. There is three PDF files there. One has your vision, the other one your dental, and the other one, your medical ID card. There is a phone number on each ID card where you can call to locate participant or provider f00:04:03. Um, other than that, sir, is there anything else that I can help you with? No, ma'am. That'll be all. All righty, sir. So thank you for calling Benefits in a Card. Wish you to have a f00:04:16. Yes, ma'am. You have a good one. You as well. Hmm, bye-bye. All right. Bye.