

Transcript: Sara

Marulanda-5660345333628928-5305092591501312

Full Transcript

Thank you for calling Benefits in a Card, my name is Sarah. May I have your name, please? My name is Herbert James. Herbert Sir James, may I help you? Um, I was trying to see, do you have a website or an app that I can, uh, view, uh, my benefits? I was trying to, um, see if, uh, uh, if I could fix my, uh, fix my insurance. Well, I will need first to know what company are you working with. Uh, Carlton Staffing. Carlton. Okay. May I have the last four of your Social just to see, to locate your account? 6543. 6543. Sir Herbert James. And, uh, just for security purposes, can you please verify your address and date of birth? 9393 Sitwell Road, Apartment 2622, Houston, Texas 77078. Birthday is 5/10/1988. And is your email herbertjames5@gmail.com? Yes, ma'am. Is your phone number 346-218-3062? Yes, ma'am. Okay. And you want to know if you are enrolled and what plans have you enrolled at. Is that correct? No. Uh, um, I was trying to see if you had like an app or a website or something that I can log into or pull up to have, uh, because I haven't received my, um, insurance card yet. Okay. Well, uh, for Carlton Staffing... Okay, let me give you that information. Okay. For Carlton Staffing it will be www.mybiac.com/carlton but I'm not sure if that allows you to, uh, get the ID card, but I can get the ID card for you if you want me to. Can you repeat the last part? I don't know that if that, uh, website will allows you to get the ID card, but I will be able to get them for you if you want to. Oh, okay. Okay? So, um, give me just a minute while I download the information. May I put you on hold for a minute while I do that? Mm-hmm. Okay. I'll be right back with you. Please don't disconnect the call. I been wanting an answer, but... That's why I'm lying. You, you, you leaving out them 100 bucks. That's when you get hit by a bus, okay? That's when you get hit by... 'Cause my man's not going to be here. You thought about fucking with. You supposed to be up there running, just running these races. But you're sitting down on the porch doing nothing but running them races. Why? You know, I don't trust these people. Shit is just better off without them. They're playing with fire. I'm going in there. Okay, you don't want to get your hands on me. I don't want to get my hands on you. But I will get you. Uh, uh, I told this motherfucker, if he don't get the fucking money, he ain't getting shit, period. Y'all believe that? 'Cause they'll do anything for money, anything. Now watch this right here. Watch this shot. Now watch this. Hello? Hello? Hello, Mr. James? Yes, ma'am. Okay, I got it. Okay, thank you for waiting, sir. Okay, I barely can hear you. You say you got them? Yeah. You just emailed me? Okay, yes, that's what I was to tell you. I sent an email with the MEC Telara ID card. Um, do you have any other questions? Is there anything else that I can help you with? No. I don't think so. So, is this- Sir? Is this the one... Oh, this is the first one. The other one hasn't enrolled yet. Sir, I'm sorry. It sounds really far away. I barely can hear you. But no, um, no, I was looking at the card, um, because I, I enrolled in the VIP standard family plan, but I forgot she said it wouldn't take effect until, um, next week. Okay, this is what I got here. Um, your previous enrollment, um, for VIP standard... Okay, hold on. I'm, I'm just

one second. Yeah, I just did it, I just did it yesterday. Oh, okay. Yes. It's going to take a minute. Yeah, yeah. Sorry, I wasn't... Yeah. Probably May the 5th. But this, which is the preventive care, that one will be active until, um, the 4th. Okay. Yes, until the 4th if there is deduction this actual, this current week. Um, by the 5th that's when the medical, dental and et cetera, you know, the, uh, plans will be activated and, uh, you will receive the ID cards by the end of that same week. Okay. So just in case you don't receive them, just give us a call like now and uh, we will be able to send you the ID cards if they're available. Okay? Oh, okay. All righty then. All right. Other than that, is there anything else that I can help you with? That'll be all. All righty. Have a wonderful day and thank you for calling Benefits in a Card. All right, thank you. You're welcome. Bye-bye.

Conversation Format

Speaker None: Thank you for calling Benefits in a Card, my name is Sarah. May I have your name, please? My name is Herbert James. Herbert Sir James, may I help you? Um, I was trying to see, do you have a website or an app that I can, uh, view, uh, my benefits? I was trying to, um, see if, uh, uh, if I could fix my, uh, fix my insurance. Well, I will need first to know what company are you working with. Uh, Carlton Staffing. Carlton. Okay. May I have the last four of your Social just to see, to locate your account? 6543. 6543. Sir Herbert James. And, uh, just for security purposes, can you please verify your address and date of birth? 9393 Sitwell Road, Apartment 2622, Houston, Texas 77078. Birthday is 5/10/1988. And is your email herbertjames5@gmail.com? Yes, ma'am. Is your phone number 346-218-3062? Yes, ma'am. Okay. And you want to know if you are enrolled and what plans have you enrolled at. Is that correct? No. Uh, um, I was trying to see if you had like an app or a website or something that I can log into or pull up to have, uh, because I haven't received my, um, insurance card yet. Okay. Well, uh, for Carlton Staffing... Okay, let me give you that information. Okay. For Carlton Staffing it will be www.mybiac.com/carlton but I'm not sure if that allows you to, uh, get the ID card, but I can get the ID card for you if you want me to. Can you repeat the last part? I don't know that if that, uh, website will allows you to get the ID card, but I will be able to get them for you if you want to. Oh, okay. Okay? So, um, give me just a minute while I download the information. May I put you on hold for a minute while I do that? Mm-hmm. Okay. I'll be right back with you. Please don't disconnect the call. I been wanting an answer, but... That's why I'm lying. You, you, you leaving out them 100 bucks. That's when you get hit by a bus, okay? That's when you get hit by... 'Cause my man's not going to be here. You thought about fucking with. You supposed to be up there running, just running these races. But you're sitting down on the porch doing nothing but running them races. Why? You know, I don't trust these people. Shit is just better off without them. They're playing with fire. I'm going in there. Okay, you don't want to get your hands on me. I don't want to get my hands on you. But I will get you. Uh, uh, I told this motherfucker, if he don't get the fucking money, he ain't getting shit, period. Y'all believe that? 'Cause they'll do anything for money, anything. Now watch this right here. Watch this shot. Now watch this. Hello? Hello? Hello, Mr. James? Yes, ma'am. Okay, I got it. Okay, thank you for waiting, sir. Okay, I barely can hear you. You say you got them? Yeah. You just emailed me? Okay, yes, that's what I was to tell you. I sent an email with the MEC Telara ID card. Um, do you have any other questions? Is

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