

Transcript: Sara

Marulanda-5837281855225856-5447334149177344

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, my name is Sarah Hi, Sarah, I'm Carolyn Calhoun. Hello, Ms. Carolyn, how may I help you? Well, um, I'm making sure I still have insurance. Okay, for you. May I have, please, the name of the agency that you are working with and the last four of your Social? Crown Staffing, and it's, uh, 4701. Thank you very much. Ms. Calhoun, and just for security purposes, can you please verify your address and date of birth? Yes. 3814 Bahama Drive, Hopkinsville, Kentucky 42240. Date of birth, 07/04/'69. Um, have you recently moved? Uh, we have a different address. Yeah. We moved. Can you verify the old, that address for me? Yes. 3814 Bahama Drive, Hopkinsville, 42240. Okay. What I need is to verify the address we have here in the system. In Gracie? We have a different address. Yes. 9120 Buffalo Road- Can you verify the old one? 9120 Buffalo Road, Gracie, Kentucky. I think the zip is 42220- Would you like us to leave that address here in the s-... Leave that address- Excuse me. ... here in the system or you want me to change it? Change it now. Ma'am, can you hear me? Yes, I can. Okay. What is the new address? 3814 Bahama Drive, Hopkinsville, Kentucky 42240. A minute, please. Okay. And is your email O-L-V-E-C-R-L7x7@dayof.com? Correct. And is your phone number 270-350-2360? Correct. Thank you very much. Okay, Ms. Uh, Calhoun, uh, you are enrolled in free RX, dental, vision, and VIP Classic, which is medical, and your coverage is active. Okay. I do not have a med-... I don't have the medical card. I have vision and dental, but I don't have the medical. Okay. Let me send you that card. Just a minute- Okay. ... while I download it, uh, from the system. And may I put you on hold for a minute while I do that, ma'am? Sure. That'll be fine. All righty. I'll be right back with your payment to disconnect the call. Thank you, ma'am. Okay. Yes, ma'am. Hello, Ms. Caroline? Yes, ma'am. Thank you for waiting, ma'am. I already sent the ID card to your email address. You must receive it- Okay. ... already, and I'm a request for the ID card to be sent to your new mailing address. Um... Okay. Can you check your email while we are on the phone? Um, can I check it? Yeah. Yes. Hold on just a minute. Yeah. Hold on. Thank you, ma'am. Yes, ma'am. It's here. Okay, perfect. Uh, Ms. Caroline, one more thing. Do you have a apartment number or it's a house? It's a house. Yeah. Okay. So I already sent a request, uh, for the ID card to be sent to your mailing address. Okay, ma'am? Okay. In the meantime, you can use the one I sent you. You're more than welcome. Okay. Anything else that I can help you with? That's all today. Thank you so much. Have a wonderful day, ma'am. Thank you for calling- Okay. ... and sending the card. Yes, ma'am. You too. Uh-huh. Bye-bye. Bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, my name is Sarah Hi, Sarah, I'm Carolyn Calhoun. Hello, Ms. Carolyn, how may I help you? Well, um, I'm making sure I still have insurance. Okay, for you. May I have, please, the name of the agency that you are working with and the last four of your Social? Crown Staffing, and it's, uh, 4701. Thank you very much. Ms. Calhoun, and just for security purposes, can you please verify your address and date of birth? Yes. 3814 Bahama Drive, Hopkinsville, Kentucky 42240. Date of birth, 07/04/'69. Um, have you recently moved? Uh, we have a different address. Yeah. We moved. Can you verify the old, that address for me? Yes. 3814 Bahama Drive, Hopkinsville, 42240. Okay. What I need is to verify the address we have here in the system. In Gracie? We have a different address. Yes. 9120 Buffalo Road- Can you verify the old one? 9120 Buffalo Road, Gracie, Kentucky. I think the zip is 42220- Would you like us to leave that address here in the s-... Leave that address- Excuse me. ... here in the system or you want me to change it? Change it now. Ma'am, can you hear me? Yes, I can. Okay. What is the new address? 3814 Bahama Drive, Hopkinsville, Kentucky 42240. A minute, please. Okay. And is your email O-L-V-E-C-R-L7x7@dayof.com? Correct. And is your phone number 270-350-2360? Correct. Thank you very much. Okay, Ms. Uh, Calhoun, uh, you are enrolled in free RX, dental, vision, and VIP Classic, which is medical, and your coverage is active. Okay. I do not have a med-... I don't have the medical card. I have vision and dental, but I don't have the medical. Okay. Let me send you that card. Just a minute- Okay. ... while I download it, uh, from the system. And may I put you on hold for a minute while I do that, ma'am? Sure. That'll be fine. All righty. I'll be right back with your payment to disconnect the call. Thank you, ma'am. Okay. Yes, ma'am. Hello, Ms. Caroline? Yes, ma'am. Thank you for waiting, ma'am. I already sent the ID card to your email address. You must receive it- Okay. ... already, and I'm a request for the ID card to be sent to your new mailing address. Um... Okay. Can you check your email while we are on the phone? Um, can I check it? Yeah. Yes. Hold on just a minute. Yeah. Hold on. Thank you, ma'am. Yes, ma'am. It's here. Okay, perfect. Uh, Ms. Caroline, one more thing. Do you have a apartment number or it's a house? It's a house. Yeah. Okay. So I already sent a request, uh, for the ID card to be sent to your mailing address. Okay, ma'am? Okay. In the meantime, you can use the one I sent you. You're more than welcome. Okay. Anything else that I can help you with? That's all today. Thank you so much. Have a wonderful day, ma'am. Thank you for calling- Okay. ... and sending the card. Yes, ma'am. You too. Uh-huh. Bye-bye. Bye.