

Transcript: Sara

Marulanda-6014481948393472-5156652358221824

Full Transcript

Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Hey, Sarah. My name is Jordan Moran. Hello, Mr. Moran. How may I help you? Hi. I got insurance through Doherty Jobs, and I just wanted to check on the status of my insurance card. Okay. You say through Doherty, right? Yep, Doherty. And may, may I have the last four of your Social Security? 2639. Thank you very much, uh, Mr. Jordan Allen Moran. Uh, just for security purposes, sir, can you please verify your address and date of birth? 1723 Grand Forks, North Dakota, 58201. Um, and then... You said my phone number? Your date of birth. Oh, 5/12/96. Sorry. Do I need your email jordanmoran14@gmail.com? Correct. Phone number is 701-331-9553? Yes. Okay. I'm sorry, about your ZIP code, it's 58201 or 03? 58201. Okay, let me fix that. Okay, thank you very much. Okay, coverage. Okay, your coverage is not active yet. I think this Monday we will receive the payment. We have not received that yet, um, but I think this coming Monday we will receive the payment and when we receive it, that means, eh, that your coverage became active and we will start processing the ID cards, policy numbers, and you must receive the ID cards by the end of that week. You're saying since it got taken out, or, uh, paid for this week, I should see it Monday or something? Okay. We have not received the payment yet. Okay. From what I heard in the system, there is a deduction in process, so you might see the deduction on your pay stub, but we have not received it yet. Okay. It won't, and, uh, it won't reflect in our system until Monday. Okay. Okay, in that case- Um, am I able to... What? I'm sorry. No, I want to tell you then, uh, you must receive the ID cards between Thursday and Friday. If you have not received them by then, please give us a call. We can send you virtual copies while you wait for the hard copy to arrive on the mail. Okay. All right. Thank you. All righty, sir. You're more than welcome. Anything else that I can help you with? No, that's everything. Thank you so much for your help. You're more than welcome, sir. Have a wonderful weekend and thank you for calling Benefits in a Cart. Yeah, thank you so much. Bye-bye. Bye-bye.

Conversation Format

Speaker None: Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Hey, Sarah. My name is Jordan Moran. Hello, Mr. Moran. How may I help you? Hi. I got insurance through Doherty Jobs, and I just wanted to check on the status of my insurance card. Okay. You say through Doherty, right? Yep, Doherty. And may, may I have the last four of your Social Security? 2639. Thank you very much, uh, Mr. Jordan Allen Moran. Uh, just for security purposes, sir, can you please verify your address and date of birth? 1723 Grand Forks, North Dakota, 58201. Um, and then... You said my phone number? Your date of

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