

Transcript: Sara

Marulanda-6056821241462784-5421017167085568

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Diana . May I have your name please? My what? May I have your name, please? It's Jacob J., H-A-L-B, Page, P-A-G-E. Hello, Mr. Page. How may I help you? Yes, ma'am. Um, I'm trying to figure out h- where my insurance is at, how do I get proof of my insurance. Sure, I can help you with that. May I have the name of the agency that you are working with and the last four of your Social Security number? What'd you say? May I have the name of the agency that you are working with and the last four digits of your Social Security number? WorkSource and 6835. What did he say? Focus Workforce? Sir. Hello, sir. Wait, you gotta say it to me. Hello? Yeah, is, you say Focus Workforce? Yes, WorkSource. Oh, WorkForce. WorkSource. Correct. And the last four again, I'm sorry? 6835. 6835. Yes, uh... Just for security purposes, can you please verify your address and date of birth? 215 West 10th Street, Walden, Arkansas, 72958. 0415 002. Email J-A-C Page687@gmail.com? Correct. And we don't have any phone number for you. Uh, can you provide us with a phone number please? 479-357-4134. Okay, thank you very much. Yes, sir, you are enrolled on BIPA Standard, which is medical, dental, vision and preventive care. Correct. And your coverage is active. Have you received your ID cards already? No, I haven't. Okay. May I put you on hold while I download your ID cards? I'm gonna send them to your email. Uh, yes, ma'am. All righty. I'll be right back with you. Please don't disconnect the call. I'll try not to, but I just... Mr. Page? Hello, Mr. Page? Hello. When, uh, 2022, you have received 2022, your new card, Benefits in a Card. I just sent your ID card to your email. Oh, okay, great.

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 Diana . May I have your name please? My what? May I have your name, please? It's Jacob J., H-A-L-B, Page, P-A-G-E. Hello, Mr. Page. How may I help you? Yes, ma'am. Um, I'm trying to figure out h- where my insurance is at, how do I get proof of my insurance. Sure, I can help you with that. May I have the name of the agency that you are working with and the last four of your Social Security number? What'd you say? May I have the name of the agency that you are working with and the last four digits of your Social Security number? WorkSource and 6835. What did he say? Focus Workforce? Sir. Hello, sir. Wait, you gotta say it to me. Hello? Yeah, is, you say Focus Workforce? Yes, WorkSource. Oh, WorkForce. WorkSource. Correct. And the last four again, I'm sorry? 6835. 6835. Yes, uh... Just for security purposes, can you please verify your address and date of birth? 215 West 10th Street, Walden, Arkansas, 72958. 0415 002. Email J-A-C

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