

Transcript: Sara

Marulanda-6214987942412288-4685119048073216

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. May I have your name, please? Hey Sarah, give me just a second. I'm sorry. Sure. Okay. Hey, Sarah. Uh, I have Travis Harmon on the phone- Hi. ... and I'm trying to help him with his medical insurance. I know I'm authorized to speak on his account, but he has not received his insurance card yet. Sure, uh, what is the name of the... Well, no, hold on. The temporary agency name? It's MAU. MAU, okay. Mm-hmm. And the last part of the social? 723. I'm sorry, 7203? Yes. Okay, and the name of the member? Travis Harmon. The second? That's Travis Harmon II. This then I guess is your... Can you please verify your address and date of birth? Well, I think it should be... Well, actually his birth date's 9-29-99 for his. And his, um, address, it may have been updated. I'm sorry, his... Can you hear me? I'm so sorry. He's breaking up really bad and- Like that? Okay. It is- Um, Mr. Travis- Can you hear me okay now? Yeah. Okay, his date of birth is 9-29-99. Can you hear me okay? Yes. Um, Mr. Travis, did you authorize the lady on the phone to speak on your behalf? Yes, ma'am. I should have... Like I said, I'm already authorized to speak on his account. It should be in the notes. Okay, let me check that for you. Okay. Hold on, please. Yeah. Yeah. Um, okay, you're the girlfriend? Correct. Yes. Ma'am? Okay, thank you. Yeah, and- So what is the address again? So I think they may have updated it, so it should be 4551 Old Spartanburg Road in Taylor, South Carolina 29687. First apartment, 6002. Yes, it is the address. Okay. And, uh, his date of birth? It's 9-29-99. And is the email t.l.harmon99@harmon.com? It is. And is the phone number 843-217-8435? It is. Okay, thank you very much. Give me a minute. I'm checking for the ID cards. So he has not received any of them? Correct, he has not received any of his insurance cards. Okay, I'm just waiting for the system to download. He should receive three ID cards. So, uh, what I'm going to do is I'm going to send them through the email. Um, I'm just waiting for the system. I'm sorry. And this is for like all of his medical, dental, eye and vision insurance funds? Medical, dental and vision, yes. There's going to be one ID card- Okay. ... for each plan. Okay. Or either coverage. You got some chips? Can you do that? Do that? Stop and look at that. You still hungry? Okay, the cards are ready. Um, may I put you on hold for a minute while I download each card and send them to you? You sure? That's fine? Thank you. Please don't disconnect the call. Um, I want to ver- verify that you have received it before we disconnect the call, okay? Okay, thank you. Okay, give me that one call. I'll be right back. I'm so hungry, Cheetos. You want Cheetos? Yeah? You want 'em? Uh, I don't think so. Uh, I don't see any. Here, have a Cheeto. Go on, get those Cheetos. Yeah, go on. Have a Cheeto. Go on then, open your mouth. You don't want them? Uh, I want the Cheetos. Here you go. You want some of this? Yeah. I'm just going to... There you go. You got to sit still so you get more. You want some of this? Yeah. I want a Cheeto. Okay. Hello? Yes, ma'am. Hi. Thank you for waiting. Okay. I just sent a email, um, can you

guys check on the email and see if you have received an email from benefitsidcard? Yes, ma'am. Give me just a second. I'll look. Mm-hmm. Hey, Sam. What's that on? I'll put something on the TV. Okay. So then television and hospital indemnity ID card are, are there. I already sent a request for the medical to be sent to your mailing address, and then dental and vision may be on the way. Okay. Sounds good. Thank you. You're more than welcome. Anything else that I can help you with? No, that's it. Thank you. Thank you for calling Benefits 10 o' Clock. Have a wonderful day. Okay, thanks. 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. May I have your name, please? Hey Sarah, give me just a second. I'm sorry. Sure. Okay. Hey, Sarah. Uh, I have Travis Harmon on the phone- Hi. ... and I'm trying to help him with his medical insurance. I know I'm authorized to speak on his account, but he has not received his insurance card yet. Sure, uh, what is the name of the... Well, no, hold on. The temporary agency name? It's MAU. MAU, okay. Mm-hmm. And the last part of the social? 723. I'm sorry, 7203? Yes. Okay, and the name of the member? Travis Harmon. The second? That's Travis Harmon II. This then I guess is your... Can you please verify your address and date of birth? Well, I think it should be... Well, actually his birth date's 9-29-99 for his. And his, um, address, it may have been updated. I'm sorry, his... Can you hear me? I'm so sorry. He's breaking up really bad and- Like that? Okay. It is- Um, Mr. Travis- Can you hear me okay now? Yeah. Okay, his date of birth is 9-29-99. Can you hear me okay? Yes. Um, Mr. Travis, did you authorize the lady on the phone to speak on your behalf? Yes, ma'am. I should have... Like I said, I'm already authorized to speak on his account. It should be in the notes. Okay, let me check that for you. Okay. Hold on, please. Yeah. Yeah. Um, okay, you're the girlfriend? Correct. Yes. Ma'am? Okay, thank you. Yeah, and- So what is the address again? So I think they may have updated it, so it should be 4551 Old Spartanburg Road in Taylor, South Carolina 29687. First apartment, 6002. Yes, it is the address. Okay. And, uh, his date of birth? It's 9-29-99. And is the email t.l.harmon99@harmon.com? It is. And is the phone number 843-217-8435? It is. Okay, thank you very much. Give me a minute. I'm checking for the ID cards. So he has not received any of them? Correct, he has not received any of his insurance cards. Okay, I'm just waiting for the system to download. He should receive three ID cards. So, uh, what I'm going to do is I'm going to send them through the email. Um, I'm just waiting for the system. I'm sorry. And this is for like all of his medical, dental, eye and vision insurance funds? Medical, dental and vision, yes. There's going to be one ID card- Okay. ... for each plan. Okay. Or either coverage. You got some chips? Can you do that? Do that? Stop and look at that. You still hungry? Okay, the cards are ready. Um, may I put you on hold for a minute while I download each card and send them to you? You sure? That's fine? Thank you. Please don't disconnect the call. Um, I want to ver- verify that you have received it before we disconnect the call, okay? Okay, thank you. Okay, give me that one call. I'll be right back. I'm so hungry, Cheetos. You want Cheetos? Yeah? You want 'em? Uh, I don't think so. Uh, I don't see any. Here, have a Cheeto. Go on, get those Cheetos. Yeah, go on. Have a Cheeto. Go on then, open your mouth. You don't want them? Uh, I want the Cheetos. Here you go. You want some

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