

Transcript: Sara

Marulanda-6288369793843200-4665840140500992

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and ID Card, my name is Sarah. May I have your name please? Darius Ward.

Morning, sir. How may I help you? Yeah, I was calling to see if I could get my benefits card mailed to m- uh, emailed to me. Sure, I can help you with that sir. May I, may I have the name of the agency that you are working with, and the last four of your Social? Yes. I am with, uh, in- well, ISS, at, uh, Sparta Light Metals here in Sparta, Illinois. And, uh, my last four of the Social is 9162. Okay. And what is the name of the staffing company again? Innovative Staff Solutions, I think. Innovative Staff Solutions, okay. Okay, Mr. Ward, and, uh, just for security purposes, sir, can you please verify your address and date of birth? 501 East Brower Street, Sparta, Illinois, 62286. And then you said what el- oh, my date of birth, the 12/02/96. Exactly. And is your email DariusWard16@gmail.com? Correct. Phone number is 618-317-3359?

Correct. I have another number too, you could add to that address. Sure, which one is that? 618 708-1618. 618 708-1618. You can- Correct. ... still add it. Okay. So, um, may I put you on hold for a minute while I download the ID card? Yes, correct. Yeah. Okay. I, I'll be right back with you, sir. Please don't disconnect the call. Hello, Mr. Ward? Hello? Thank you for waiting, sir. Can you check your email while we are on the phone? Yes. Yes, uh, just a moment. Sure, sir. Thank you. That's gotta be an email from info@benefitsinacard. So, so my children just use my, the same one that I have mine... I use my... The one that I use for my children? Yes, sir. It says employee and child. Okay. That's what I was trying to... I didn't know if they had their own or if it is just all the same one. The... It's all the same for everybody. I mean, um, the level of the coverage is... They are marked on the card. So it says employee and child. If it was your spouse, it would say employee plus a spouse, or the whole family. Right, but- But yes, they just use the same ID card. Okay. I'm trying to see which one, um... I'm trying to see if it's the second or third PDF. There is a... One is the vision, the other one is your hospital indemnity or medical, and the other one is your dental. This one is dental. Okay. I'm trying to see how you tell the difference. Okay, this is dental. Let me see. Hospital, hospi- hospital and, and, and immunity, is that for like the, uh... If you needed some medi- medicine, if I need that? Yes. Like a medical, like to see a doctor and, uh, go to the- Well, if they, they- ... ER. ... have to pick up medicine and stuff like that, is that the one I use for that? Yes. Yes, sir. It's that one. Um, Mr. Ward, now that we are on the phone, we're missing a beneficiary, like for your, um, short-term disability. Who would you like to receive the benefit in case something happened to you? A beneficiary? Yes. Uh, no. Not right now, no. Well, um, that person then will receive that benefit. I mean, if you don't put anyone, I think the... Any kind of benefit will go to the government, so I don't know if you want to go- So, so uh, i- just what is it, going to somebody, uh, w- what, like what is it? The benefit of what, myself, if I walk past or something? No, sir. Um, like you're enrolled on, on a group accident. Some of the benefits, uh, from group

accident... Let me download that to explain you. Okay. Like, in case you have any AD&D; problems, um, those are some kind of benefits that will need a beneficiary. So it's not like you're gonna need their Social and all that information. No. Just in case something happened to you, uh, w- which person do you want to handle the, the, the benefit they gonna provide, or the benefit that you have, uh, coverage for? Like, in case you have an, a, AD&D.; So who- But the... What's a AD&T;,, what's a AD&T;? Um, AD&D; is like a amputation... Okay, let me tell you that. How, don't, uh... Yeah, 'cause I don't know what that is. Okay, like accidental death or dismemberment. That's what AD&D; means. Right. And who would... And this is for somebody who I want to cover my benefits and stuff? No. In case you're accidentally dead, who would you like to receive that benefit? Hmm, nobody right now. Okay, sir. Uh, I could pro- I could probably add it later once I figure it out. Yeah, just in case, uh, if you wanna add your spouse, add the kids, uh, siblings, parents, a friend. You're allowed to add anyone there. Okay. Uh, yeah, I'll get back to you and then I'll add it on there. Sure, sir. There's no problem. Um, other than that, Mr. Ward, is there anything else that I can help you with? Uh, let me look at this card one more time. Let's see. Okay. And the vision is also... The vision card just has my name on it? And it's in group- Yes, and uh, once you- But they're, but they're, but they're on there too? This, this... Yes, the kids' information is there. Once you go there, they're gonna ask for some, uh, like a date of birth or Social Security or the last four of the social, some kind of information like that. So once you provide that, the whole package is gonna be shown there, like with the kids, uh, their surnames, everything. That's in my vision? Let me see. Yes, sir. Oh. You got vision for employee plus children. Yeah, I got it all. I just got the basic one, so I'm just trying to see... 'Cause it, the, the card says vision. Darius Ward, method employee name, uh, or group name, innovative status solution, then a group number. And then that's all it says for the vision card. Now, I'm trying to- I mean, yeah, that's not what they need. Once you go to the eye doctor, they have all the information on the system. Once they pull up the card, they'll show who's all on the vision? Yes. Yes, sir. Okay, all right. Yep, uh, no, that's all I needed. Alrighty, sir. So thank you for calling Benefits in a Card. Wish you too have a wonderful day. Thank you. You too. Thank you, sir. Mm, bye-bye. Okay.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes.
Thank you for calling Benefits and ID Card, my name is Sarah. May I have your name please?
Darius Ward. Morning, sir. How may I help you? Yeah, I was calling to see if I could get my benefits card mailed to m- uh, emailed to me. Sure, I can help you with that sir. May I, may I have the name of the agency that you are working with, and the last four of your Social? Yes. I am with, uh, in- well, ISS, at, uh, Sparta Light Metals here in Sparta, Illinois. And, uh, my last four of the Social is 9162. Okay. And what is the name of the staffing company again?
Innovative Staff Solutions, I think. Innovative Staff Solutions, okay. Okay, Mr. Ward, and, uh, just for security purposes, sir, can you please verify your address and date of birth? 501 East Brower Street, Sparta, Illinois, 62286. And then you said what el- oh, my date of birth, the 12/02/96. Exactly. And is your email DariusWard16@gmail.com? Correct. Phone number is 618-317-3359? Correct. I have another number too, you could add to that address. Sure, which one is that? 618 708-1618. 618 708-1618. You can- Correct. ... still add it. Okay. So,

um, may I put you on hold for a minute while I download the ID card? Yes, correct. Yeah. Okay. I, I'll be right back with you, sir. Please don't disconnect the call. Hello, Mr. Ward? Hello? Thank you for waiting, sir. Can you check your email while we are on the phone? Yes. Yes, uh, just a moment. Sure, sir. Thank you. That's gotta be an email from info@benefitsinacard. So, so my children just use my, the same one that I have mine... I use my... The one that I use for my children? Yes, sir. It says employee and child. Okay. That's what I was trying to... I didn't know if they had their own or if it is just all the same one. The... It's all the same for everybody. I mean, um, the level of the coverage is... They are marked on the card. So it says employee and child. If it was your spouse, it would say employee plus a spouse, or the whole family. Right, but- But yes, they just use the same ID card. Okay. I'm trying to see which one, um... I'm trying to see if it's the second or third PDF. There is a... One is the vision, the other one is your hospital indemnity or medical, and the other one is your dental. This one is dental. Okay. I'm trying to see how you tell the difference. Okay, this is dental. Let me see. Hospital, hospi- hospital and, and, and immunity, is that for like the, uh... If you needed some medi- medicine, if I need that? Yes. Like a medical, like to see a doctor and, uh, go to the- Well, if they, they- ... ER. ... have to pick up medicine and stuff like that, is that the one I use for that? Yes. Yes, sir. It's that one. Um, Mr. Ward, now that we are on the phone, we're missing a beneficiary, like for your, um, short-term disability. Who would you like to receive the benefit in case something happened to you? A beneficiary? Yes. Uh, no. Not right now, no. Well, um, that person then will receive that benefit. I mean, if you don't put anyone, I think the... Any kind of benefit will go to the government, so I don't know if you want to go- So, so uh, i- just what is it, going to somebody, uh, w- what, like what is it? The benefit of what, myself, if I walk past or something? No, sir. Um, like you're enrolled on, on a group accident. Some of the benefits, uh, from group accident... Let me download that to explain you. Okay. Like, in case you have any AD&D; problems, um, those are some kind of benefits that will need a beneficiary. So it's not like you're gonna need their Social and all that information. No. Just in case something happened to you, uh, w- which person do you want to handle the, the, the benefit they gonna provide, or the benefit that you have, uh, coverage for? Like, in case you have an, a, AD&D.; So who- But the... What's a AD&T;,, what's a AD&T;? Um, AD&D; is like a amputation... Okay, let me tell you that. How, don't, uh... Yeah, 'cause I don't know what that is. Okay, like accidental death or dismemberment. That's what AD&D; means. Right. And who would... And this is for somebody who I want to cover my benefits and stuff? No. In case you're accidentally dead, who would you like to receive that benefit? Hmm, nobody right now. Okay, sir. Uh, I could pro- I could probably add it later once I figure it out. Yeah, just in case, uh, if you wanna add your spouse, add the kids, uh, siblings, parents, a friend. You're allowed to add anyone there. Okay. Uh, yeah, I'll get back to you and then I'll add it on there. Sure, sir. There's no problem. Um, other than that, Mr. Ward, is there anything else that I can help you with? Uh, let me look at this card one more time. Let's see. Okay. And the vision is also... The vision card just has my name on it? And it's in group- Yes, and uh, once you- But they're, but they're, but they're on there too? This, this... Yes, the kids' information is there. Once you go there, they're gonna ask for some, uh, like a date of birth or Social Security or the last four of the social, some kind of information like that. So once you provide that, the whole package is gonna be shown there, like with the kids, uh, their surnames, everything. That's in my vision? Let me see. Yes, sir. Oh. You got vision for employee plus children. Yeah, I got it all. I just got the basic one, so I'm just trying to see...

'Cause it, the, the card says vision. Darius Ward, method employee name, uh, or group name, innovative status solution, then a group number. And then that's all it says for the vision card. Now, I'm trying to- I mean, yeah, that's not what they need. Once you go to the eye doctor, they have all the information on the system. Once they pull up the card, they'll show who's all on the vision? Yes. Yes, sir. Okay, all right. Yep, uh, no, that's all I needed. Alrighty, sir. So thank you for calling Benefits in a Card. Wish you too have a wonderful day. Thank you. You too. Thank you, sir. Mm, bye-bye. Okay.