

Transcript: Sara

Marulanda-6414758404866048-5218865899028480

Full Transcript

Thank you for calling Benefits Unit Card. My name is Sarah. May I have your name, please? My name is James Williams. Hello, Mr. Williams. How may I help you? Yes, um, I'm a employee through MAU, a contractor. Okay. Um, and, and, um, I took insurance out, uh, when I started, uh, around March the 9th. Okay. And, um, they had the wrong address, so I've been wait- I done, you know, I done paid like two or three... two payments out of my check, and I haven't received my card. Trying to see what address y'all have on file, 'cause they ha- they had the wrong address on my, um, my paperwork. Sure, let me, let me check that for you. May I have the last four digits of your Social Security number? Yes. 4249. Okay. James, I- Williams. And, uh, just for security purposes... Oh, I see the address thing here. W- what address... Wait, which one is your, your address? It's 155 Sherwood Drive, Wellford, South Carolina, 29385. Um, which one is your date of birth? 11/07/1966. Okay, this is what we got up here. 155 Tro, T-R-O. Yes, no, that's, that's wrong. In Wellford, South Carolina. No, that's wrong. Let me complete that. Yeah. Okay, can you spell the, the 155. What else? Yes. Sherwood. S-H-E-R-D... I mean, E-R-W-O-O-D. Okay. Sherwood Drive? Yes, ma'am. Everything else is correct. Yes. The zip code and all that is correct. Okay. 29385. Okay, and is your email jw117986@gmail.com? That's correct. And is your phone number 803-260-60316? That's correct. Okay, give me just a minute. I'm saving this information. Have you received your ID cards already? No, because, uh, th- it b- I... It should have been, 'cause- Yeah. That's what I'm saying, the address is wrong. No, but, uh... Oh, okay. Okay, um, let me do something for you. Uh, I gonna send you the, the, the ID cards to your email address. That way, you can receive them immediately and use them, uh, while you wait for the hard copy to arrive on the mail. Oh, that sounds great. Okay, so give me just a minute. I'm gonna put you on hold, while I do- download the information, and then I'll be right back with you, sir. Okay. Sounds great. Thank you. Thank you. Guess we about to go get our teeth cleaned. Wake up. Hold on for just a second. Here we go. One is a master, one is a slave. Here we go. One is a master, one is a slave. Here we go. One is a master, one is a slave. Here we go. Hey. Hey. I'ma let you go on with your doctor stuff. I'ma go to the doctor. They might not get you a car. Oh, they want me to drop this, drop this here. \$46.50. I'ma pay the rest of it when I get there. Like, told me that it wasn't bad, it's like...How much, how much is it? I think it's not possible for me to pay that. You know, I want you to stay there, but I don't want you to leave. I don't know how long you left us here. I'm not going to do this for you. I don't know. There's nothing on there for all to live for a long time. They don't want to see a longer time. I'll tell you when you begin. Hang on. Hold on. Hang on now. Hey, what's up, baby? Yeah. Can I get a little bit of that? A little bit. Yeah. Oh. Mr. Williams? Yes, ma'am. Hello, Mr. Singer? Hello? Yes. Yes, c- can you hear me, sir? Yes, I can. Okay, thank you for waiting. Mm-hmm. Can you check your email while, uh, we are on the phone? I just want to be sure that you have received an email from info@benefitsinacard.

Yes, it's a infold card? Yes, sir. There is- Mm-hmm. ... three, three PDF files there. No, I'm sorry, two PDF files. One is your dental coverage and the other one is your MEC preventive care and vision coverage. Okay. Okay? Um, I already sent the... um, I already updated information here on our system, and I did send a request for the ID cards to be redirected to your, um, actual address, current address, the correct address. Okay. Okay. So in the meantime, while you wait for the hard copies to arrive, you can use the ones I just sent you. They're the exact copy of the originals. Okay. Um- All righty, sir. All right. All right. Thank you. Other, other than that, Mr. Williams, is there anything else that I can help you with? No, ma'am. That's, that does... that'll do it. Thank you. Oh, okay, sir. You're more than welcome. And have a wonderful weekend, and thank you for calling Benefits in a Card. Okay. Thank you. Thanks for your help. Okay. You're more than welcome. My pleasure. Mm, bye-bye. Yep. Bye-bye.

Conversation Format

Speaker None: Thank you for calling Benefits Unit Card. My name is Sarah. May I have your name, please? My name is James Williams. Hello, Mr. Williams. How may I help you? Yes, um, I'm a employee through MAU, a contractor. Okay. Um, and, and, um, I took insurance out, uh, when I started, uh, around March the 9th. Okay. And, um, they had the wrong address, so I've been wait- I done, you know, I done paid like two or three... two payments out of my check, and I haven't received my card. Trying to see what address y'all have on file, 'cause they ha- they had the wrong address on my, um, my paperwork. Sure, let me, let me check that for you. May I have the last four digits of your Social Security number? Yes. 4249. Okay. James, I- Williams. And, uh, just for security purposes... Oh, I see the address thing here. W- what address... Wait, which one is your, your address? It's 155 Sherwood Drive, Wellford, South Carolina, 29385. Um, which one is your date of birth? 11/07/1966. Okay, this is what we got up here. 155 Tro, T-R-O. Yes, no, that's, that's wrong. In Wellford, South Carolina. No, that's wrong. Let me complete that. Yeah. Okay, can you spell the, the 155. What else? Yes. Sherwood. S-H-E-R-D... I mean, E-R-W-O-O-D. Okay. Sherwood Drive? Yes, ma'am. Everything else is correct. Yes. The zip code and all that is correct. Okay. 29385. Okay, and is your email jw117986@gmail.com? That's correct. And is your phone number 803-260-60316? That's correct. Okay, give me just a minute. I'm saving this information. Have you received your ID cards already? No, because, uh, th- it b- I... It should have been, 'cause- Yeah. That's what I'm saying, the address is wrong. No, but, uh... Oh, okay. Okay, um, let me do something for you. Uh, I gonna send you the, the, the ID cards to your email address. That way, you can receive them immediately and use them, uh, while you wait for the hard copy to arrive on the mail. Oh, that sounds great. Okay, so give me just a minute. I'm gonna put you on hold, while I do- download the information, and then I'll be right back with you, sir. Okay. Sounds great. Thank you. Thank you. Guess we about to go get our teeth cleaned. Wake up. Hold on for just a second. Here we go. One is a master, one is a slave. Here we go. One is a master, one is a slave. Here we go. One is a master, one is a slave. Here we go. Hey. Hey. I'ma let you go on with your doctor stuff. I'ma go to the doctor. They might not get you a car. Oh, they want me to drop this, drop this here. \$46.50. I'ma pay the rest of it when I get there. Like, told me that it wasn't bad, it's like...How much, how much is it? I think it's not possible for me to pay that. You

know, I want you to stay there, but I don't want you to leave. I don't know how long you left us here. I'm not going to do this for you. I don't know. There's nothing on there for all to live for a long time. They don't want to see a longer time. I'll tell you when you begin. Hang on. Hold on. Hang on now. Hey, what's up, baby? Yeah. Can I get a little bit of that? A little bit. Yeah. Oh. Mr. Williams? Yes, ma'am. Hello, Mr. Singer? Hello? Yes. Yes, c- can you hear me, sir? Yes, I can. Okay, thank you for waiting. Mm-hmm. Can you check your email while, uh, we are on the phone? I just want to be sure that you have received an email from info@benefitsinacard. Yes, it's a infold card? Yes, sir. There is- Mm-hmm. ... three, three PDF files there. No, I'm sorry, two PDF files. One is your dental coverage and the other one is your MEC preventive care and vision coverage. Okay. Okay? Um, I already sent the... um, I already updated information here on our system, and I did send a request for the ID cards to be redirected to your, um, actual address, current address, the correct address. Okay. Okay. So in the meantime, while you wait for the hard copies to arrive, you can use the ones I just sent you. They're the exact copy of the originals. Okay. Um- All righty, sir. All right. All right. Thank you. Other, other than that, Mr. Williams, is there anything else that I can help you with? No, ma'am. That's, that does... that'll do it. Thank you. Oh, okay, sir. You're more than welcome. And have a wonderful weekend, and thank you for calling Benefits in a Card. Okay. Thank you. Thanks for your help. Okay. You're more than welcome. My pleasure. Mm, bye-bye. Yep. Bye-bye.