

Transcript: Sara

Marulanda-6495226407370752-4830012691660800

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Bennett card. My name is, may I have your name please? Daniela Flores. Hello, thank you, Daniela Flores. Hi, how may I help you ma'am? Yes, I'm just trying to call and see if you guys have my updated address 'cause as of today I have not received my medical insurance, um, card and I don't even know what my ID is going to be. So- Okay. Let me check that for you, ma'am. May I have the name of the agency that you are working with, uh, the last four digits- Okay. ... of your Social Security number? Okay. I'm working in Louisville Kentucky, and last four of my Social is 9042. Okay. Wha- what I need is the name of the agency or the staffing company. Crown Services. Okay. Yep. And just for security purposes, can you please verify your address and date of birth? 7320 Muncie Circle, Apartment 303, Louisville, Kentucky 40219. And your date of birth? April 23rd, 1991. Thank you very much. Email jerdica91@... Yes. ...@gmail.com? Yes. And your phone number 954-589-6129? Yes, ma'am. Thank you very much. You're welcome. Just a minute please. Okay. Well, um, your coverage is active and you said you want to update address. Which one, which address you want to put back? No, tha- that's 'cause I moved from my previous address to the one I just gave you. I just want to make sure that the address is up to date in the system and it actually is. Uh, and secondly- Yes, yes. Please. ... I need my med... Oh, thank you. My, uh, medical benefits, um, ID. Okay. Yeah, yeah, sure. Can I put you on hold for a minute while I download that? Sure. Okay. I'll be right back with you. Please don't disconnect the call. Okay. Thank you. Flores? Yes, ma'am. Okay. I was able to download you, um, the preventive care ID card but the, for the medical and the hospital indemnity, the system is kind of down. So what I'm going to do is I'm going to keep trying and I'm going to send a message to the main office for they to send it directly to me. Then once I get it, I will be sending you that ID card. Okay? Okay. Okay. Is it gonna come in the mail? I mean, in, in, via email, sorry. I'm going to... Yes. I'm going to send it at your email but I'm making a request for that to be sent to your mailing address as well. It's going to take like two to three- Okay. ... weeks for it to be mailed but in the meantime you, um, just use the one I'm going to send-Okay, and one more question. How do I add a beneficiary to the coverage? Because I was looking for that option on the, uh, uh, yeah, on the, um- In that case- ... website for... Yeah. Okay. Beneficiary is for term life or a group hospital, but you have none of those, uh, plans. Let, let me check something here. I'm sorry not a, not a... I mean what I mean by beneficiary is like another member, like a dependent. Oh, a dependent. Okay, okay. Yes. Dependent, you will have to change your coverage first then, uh, we can go with the dependent. Like if it's your spouse, Employee Plus Your Spouse, or if it's a child, Employee Plus Child, or if it's a, a child and a spouse, it's going to be a whole family. Okay. And how do I do that? Because I was in the, uh, on the website, and I, I didn't see the option to do that. I can... I, I will do that for you if you want me to do it. Yeah, sure. Thank you. Yes,

please. Please. Thank you. Okay. So it's going to be a child or a spouse? Spouse. Okay. Send that. The same plans? Yeah. Mm-hmm. Okay. In that case, it's going to be VIP Classic and let me see. Okay. Just a minute, please. Okay, so the new deductions are going to be \$55.52 and, uh, that coverage is going to become active on January the 6th. Okay. So- But first you have- How about my... I'm sorry, go ahead. So mine is also going to be active in January? No, yours is already active and it's going to be- Okay. ... active until January the 5th, the current coverage- Oh, okay. ... VIP Classic and MSC TeleRX for yourself only. The Employee Plus- Okay. ... Your Spouse will become active on January the 6th. Okay. Okay. Okay. Okay. Thank you. Just remember, you're going to receive different ID cards once your coverage- Okay. ... with the, uh, with the dependent became active. Okay? But in the meantime- Okay. ... I'm going to ask for your ID cards and I'm going to send them to you. Okay. All righty then. Um, other than that is there anything else that I can help you with? No. Uh, should I, um, so can I now go on the website and put his information on there? No, I... No, I'm sorry. I'm sorry. You're correct. No, I do that for you. I'm so sorry. Oh, okay. My goodness. Okay. May I have the first name of that, your spouse? Okay. First name is, uh, Juan, as in Jesse. Middle name is, uh, Carlos. C-A-R- Juan Carlos? Yes. Yes, ma'am. Okay. And the last name? Alfonso. It's A-L-F-O-N-S-E. Alfonso, you say? Yes, ma'am. With S? With an S, yes. Give me just a minute. Why is this not come up? Alfonso, okay. And his social security number? Social security number is 495-91-5272. 5272. Okay. And, uh, and Alfonso date, date, Alfonso's date, date of birth? Date of birth is on June 24th, 1993. 1993. Yes, ma'am. Okay. He's already on the system. So as I told you, it's going to be until January the 6th for him to, um- Okay. ... get his coverage activated. Okay? And the new- Okay. ... deductions right now, your deductions are \$34.48 and the new deductions are going to be \$55.52. Are those my weekly or my weekly deductions? Weekly. Those are weekly deductions. Okay. Okay. Okay, sounds good. Thank you. All righty then. Other than that, is there anything else that I can help you with? No, that was it. Thank you very much. All righty, sir. You're more than welcome. Have a wonderful day and thank you for calling Benefits USA. You do the same. Thank you. Mm-hmm. Bye-bye. Bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Bennett card. My name is, may I have your name please? Daniela Flores. Hello, thank you, Daniela Flores. Hi, how may I help you ma'am? Yes, I'm just trying to call and see if you guys have my updated address 'cause as of today I have not received my medical insurance, um, card and I don't even know what my ID is going to be. So- Okay. Let me check that for you, ma'am. May I have the name of the agency that you are working with, uh, the last four digits- Okay. ... of your Social Security number? Okay. I'm working in Louisville Kentucky, and last four of my Social is 9042. Okay. Wha- what I need is the name of the agency or the staffing company. Crown Services. Okay. Yep. And just for security purposes, can you please verify your address and date of birth? 7320 Muncie Circle, Apartment 303, Louisville, Kentucky 40219. And your date of birth? April 23rd, 1991. Thank you very much. Email jerdica91@... Yes. ...@gmail.com? Yes. And your phone number 954-589-6129? Yes, ma'am. Thank you very much. You're welcome. Just a minute please.

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