

Transcript: Sara

Marulanda-6552188828565504-6651490364080128

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for choosing Benefits in a Jar. My name is Sarah. May I have your name, please? My name's Alicia Trevino. Hello, Ms. Trevino. How may I help you? Um, I work for Career Builders. I was just wondering when I was gonna get my insurance card. Okay, let me check that for you. May I have the last four digits of your Social Security number? 7652. Ms. Trevino, just for security purposes, can you please verify your address and date of birth? Uh, my birthday is 6-23-71 and I live at 401 South Brazosport Boulevard, uh, Apartment 248, Freeport, Texas. Do you want one of those? I need your email ver- Yes. ... barrios.alicia93@gmail.com? Yes. You better make sure you eat lunch. All right. And is the phone number 979-264-2974? Yes. Thank you, ma'am. Okay. Thank you. We're waiting for, uh, your company to submit the deductions. We haven't received that yet. Once we- Okay. ... once you see the first deduction, that means the following Monday, one, um... The following Monday, that's when your coverage became active and you will receive the ID card by the end of that week, uh, but we haven't received that yet. Oh, okay. Okay. I just wanted to make sure. Okay. Other than that- That everything had gone through. Yes. We're just waiting for that. Other than that, is there anything else that I can help you with? No, ma'am. Thank you. All righty then. Well, have a wonderful day and thank you for calling Benefits in a Jar. Thank you, uh-huh. Bye-bye. You're welcome. Bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for choosing Benefits in a Jar. My name is Sarah. May I have your name, please? My name's Alicia Trevino. Hello, Ms. Trevino. How may I help you? Um, I work for Career Builders. I was just wondering when I was gonna get my insurance card. Okay, let me check that for you. May I have the last four digits of your Social Security number? 7652. Ms. Trevino, just for security purposes, can you please verify your address and date of birth? Uh, my birthday is 6-23-71 and I live at 401 South Brazosport Boulevard, uh, Apartment 248, Freeport, Texas. Do you want one of those? I need your email ver- Yes. ... barrios.alicia93@gmail.com? Yes. You better make sure you eat lunch. All right. And is the phone number 979-264-2974? Yes. Thank you, ma'am. Okay. Thank you. We're waiting for, uh, your company to submit the deductions. We haven't received that yet. Once we- Okay. ... once you see the first deduction, that means the following Monday, one, um... The following Monday, that's when your coverage became active and you will receive the ID card by the end of that week, uh, but we haven't received that yet. Oh, okay. Okay. I just wanted to make sure.

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