

Transcript: Sara

Marulanda-6612215142498304-6532152321589248

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... benefits and a card. My name is Sarah. May I have your name, please? My name is Joseph Lodes. Hello, Mr. Lodes. How may I help you? Uh, so I seem to have misplaced my insurance card, and I was trying to log in to my account to see what options there were, and it's saying my account is disabled. Hm, let me check that for you. May I have, please, the name of the agency that you are working with and the last four of your social? Pardon? Partners? I couldn't- Wait a minute. ... understand you. I'm sorry. Okay, may I have the name of the temporary agency that you are working with, the staffing agency? Innovative Staff Solutions. And the last four of your social? 6117. Just a minute. Okay, um, what is your last name again? Lodes, L-O-D-E-S. Joseph Lodes? Yeah. Uh, just for security purposes, can you please verify your address and date of birth? One, uh, w- I'm at a different address as of yesterday, and I... so I'll read you off the address that I was just at, I just moved from. Okay, perfect. Okay, 678- 178 North Jefferson Street. Would that be the right address? Yes, that's the one we have here on the system. Yes, sir. You wanna, uh, like update it, or you wanna leave it? Yeah, y- would I be able to do that? Sure, just give me the new address. 134 West 350 North Cayuga, C-A-Y-U-G-A, Indiana 47928. 47928, that correct? Yes. Okay, gimme just a minute, please. 47928. Okay, and your date of birth? December 12/30/2003. Thank you. And is your email lodesjoseph@gmail.com? Yes, that is correct. And is your phone number 765-592-1786? That will need to be changed. Oh, okay. Which one is your correct phone number? So 765-505-2177. 765-505-2177. Yes, correct. Okay, sir. Thank you very much. Okay, you're enrolled on the NEC preventive care, Insurance Plus Basics, which is hospital indemnity and vision. That correct? Yeah, I'm on the phone. Your, your coverage is current. Hm, I don't know why it says then, uh, you don't have an active coverage. It was saying that my account was deactivated whenever I tried to log into it. Mm-hmm. That's weird. And I wasn't sure. No, but your coverage is active. Uh, may I put you on hold just for a minute while I download your ID cards? I'm gonna send them to your email, and I'm gonna send a request for them to be sent to your mailing address. Yes, of course. All righty. So... would you please don't disconnect the call? Yeah. Thank you.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. ... benefits and a card. My name is Sarah. May I have your name, please? My name is Joseph Lodes. Hello, Mr. Lodes. How may I help you? Uh, so I seem to have misplaced my insurance card, and I was trying to log in to my account to see what options there were, and it's saying

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