

## Transcript: VICTORIA

**Taylor-4524409198395392-4656324320608256**

### Full Transcript

Thank you for calling Benefits in a Card. This is Victoria. How can I help you? This is James McCormick. Um, I have, uh, I guess insurance through you guys from SST, it's just their skilled trade. And, um, they just switched over to y'all, and I called a, a few weeks ago to ask that I, my cards emailed to me, 'cause y'all are gonna mail them to my home address in Arkansas and I'm in Florida. So, and yeah, it was like, "Yeah, sure, no problem." But when, when I talked to that woman, I asked to drop the vision and keep my dental and medical, and the cards y'all just sent my email are for vision and dental and no medical card. Okay. Let me pull up your file. So, like it's in my... Okay. What's the last four of your Social? 1005. You said it's, uh, Superior Skills Trading that you're with, SST? Yes. Okay. Do you mind verifying your address and date of birth? My home address is 510 Vallejo Lane, Hot Springs Village, Arkansas, 71909. That's the, that's my home address that they have on file, if that's what you're asking for. Um, it looks like I have a different address, a Florida address. You do. That's... Okay, that was why I was asking them to send my cards to that address. Maybe she changed it. That address is 2600 Clearlake Road, Apartment 1D in Cocoa, Florida. Um, I think the ZIP code is 32922, maybe. I just moved here, I can't remember what the ZIP is. 32922? Yeah. Your date of birth? 7-15-81. Okay. Phone number 501-520-9302? Yes, ma'am. Okay. So yeah, you actually spoke to me previously. Um, so yes. Mm-hmm. We did take off the vision. Now- Okay. ... the dental is still on there, and the VIP Classic is still on there. Okay. Well, the... Okay. Well, the email I got, it says my cards are posted below. And when you scroll down, it has a vision card. Uh-huh. And then it has two, it has two dental cards that are the same card. Okay. So... But I, but I don't see any medical card. Well, I already sent you the... That was the card I was able to send to you. And I actually just made you, made a outbound call to you not too long ago and left a voicemail of thought. Um, so a couple things. Keep in mind that any type of change or cancellation takes one to two weeks to be processed through your payroll. So it's not canceled immediately. Is that... Yeah, you- That's why I sent- Yeah. inaudible ... the dental and the vision to you. And then- I don't remember. It doesn't matter. During our... Makes sense. Yeah. And then on the original phone call, I was able to send the medical, so that should be a separate email on the day that we spoke. Okay. Yeah, um, I was gonna ask about that too, because I had that email. And then when you sent the new email, now it says reply to that same email, but I can't find the original text. So I don't know if it's something, my phone dying or what, but like I can't find it. Mm-hmm. Okay. Let me just send you a new email with all of them. Sorry for all the trouble. Just give me one second. Okay. Sorry for the trouble. Everything's a big mess right now with me. Oh, no, it's, it's okay. I know it can be- Okay. ... kind of confusing, but I just wanted to confirm that I did, we did take off the vision, but the dental and the VIP Classic look like they're still on there. Yeah. Yeah, now that you reminded me, I, I completely remember you telling me that. And I, I apologize.

No worries. Um, let's see. Okay. Looks like I'm probably gonna have to redownload everything. So give me just a few seconds, I'm gonna put you on a brief hold, and I'm just gonna resend the email with the medical, dental, and the vision. Okay. Can, can I, can I just trust you to resend them? 'Cause I'm like, I'm not working, my break's over. Yeah. ... straight out here. Okay. Thank you so much. Oh, I gotcha. No worries. Thank you. You're welcome. Okay, bye-bye. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Victoria. How can I help you?

Speaker speaker\_1: This is James McCormick. Um, I have, uh, I guess insurance through you guys from SST, it's just their skilled trade. And, um, they just switched over to y'all, and I called a, a few weeks ago to ask that I, my cards emailed to me, 'cause y'all are gonna mail them to my home address in Arkansas and I'm in Florida. So, and yeah, it was like, "Yeah, sure, no problem." But when, when I talked to that woman, I asked to drop the vision and keep my dental and medical, and the cards y'all just sent my email are for vision and dental and no medical card.

Speaker speaker\_0: Okay. Let me pull up your file.

Speaker speaker\_1: So, like it's in my... Okay.

Speaker speaker\_0: What's the last four of your Social?

Speaker speaker\_1: 1005.

Speaker speaker\_0: You said it's, uh, Superior Skills Trading that you're with, SST?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_1: My home address is 510 Vallejo Lane, Hot Springs Village, Arkansas, 71909. That's the, that's my home address that they have on file, if that's what you're asking for.

Speaker speaker\_0: Um, it looks like I have a different address, a Florida address.

Speaker speaker\_1: You do. That's... Okay, that was why I was asking them to send my cards to that address. Maybe she changed it. That address is 2600 Clearlake Road, Apartment 1D in Cocoa, Florida. Um, I think the ZIP code is 32922, maybe. I just moved here, I can't remember what the ZIP is.

Speaker speaker\_0: 32922?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Your date of birth?

Speaker speaker\_1: 7-15-81.

Speaker speaker\_0: Okay. Phone number 501-520-9302?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. So yeah, you actually spoke to me previously. Um, so yes.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: We did take off the vision. Now-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... the dental is still on there, and the VIP Classic is still on there.

Speaker speaker\_1: Okay. Well, the... Okay. Well, the email I got, it says my cards are posted below. And when you scroll down, it has a vision card.

Speaker speaker\_0: Uh-huh.

Speaker speaker\_1: And then it has two, it has two dental cards that are the same card.

Speaker speaker\_0: Okay. So...

Speaker speaker\_1: But I, but I don't see any medical card.

Speaker speaker\_0: Well, I already sent you the... That was the card I was able to send to you. And I actually just made you, made a outbound call to you not too long ago and left a voicemail of thought. Um, so a couple things. Keep in mind that any type of change or cancellation takes one to two weeks to be processed through your payroll. So it's not canceled immediately.

Speaker speaker\_1: Is that... Yeah, you-

Speaker speaker\_0: That's why I sent-

Speaker speaker\_1: Yeah. inaudible

Speaker speaker\_2: ... the dental and the vision to you. And then-

Speaker speaker\_1: I don't remember. It doesn't matter.

Speaker speaker\_2: During our...

Speaker speaker\_1: Makes sense.

Speaker speaker\_0: Yeah. And then on the original phone call, I was able to send the medical, so that should be a separate email on the day that we spoke.

Speaker speaker\_1: Okay. Yeah, um, I was gonna ask about that too, because I had that email. And then when you sent the new email, now it says reply to that same email, but I can't find the original text. So I don't know if it's something, my phone dying or what, but like I can't find it.

Speaker speaker\_0: Mm-hmm. Okay. Let me just send you a new email with all of them.

Speaker speaker\_1: Sorry for all the trouble.

Speaker speaker\_0: Just give me one second.

Speaker speaker\_1: Okay. Sorry for the trouble. Everything's a big mess right now with me.

Speaker speaker\_0: Oh, no, it's, it's okay. I know it can be-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... kind of confusing, but I just wanted to confirm that I did, we did take off the vision, but the dental and the VIP Classic look like they're still on there.

Speaker speaker\_1: Yeah. Yeah, now that you reminded me, I, I completely remember you telling me that. And I, I apologize.

Speaker speaker\_0: No worries. Um, let's see. Okay. Looks like I'm probably gonna have to redownload everything. So give me just a few seconds, I'm gonna put you on a brief hold, and I'm just gonna resend the email with the medical, dental, and the vision.

Speaker speaker\_1: Okay. Can, can I, can I just trust you to resend them? 'Cause I'm like, I'm not working, my break's over.

Speaker speaker\_0: Yeah.

Speaker speaker\_2: ... straight out here. Okay. Thank you so much.

Speaker speaker\_0: Oh, I gotcha. No worries.

Speaker speaker\_2: Thank you.

Speaker speaker\_0: You're welcome.

Speaker speaker\_1: Okay, bye-bye.

Speaker speaker\_0: Bye-bye.