

## Transcript: VICTORIA

**Taylor-4543783232651264-5190874363641856**

### Full Transcript

Thank you for calling Benefits- Can I help you? Yes, ma'am. My name's Alex Able. Um, I've called several times, uh, and spoke to a couple representatives. I was trying to get a digital copy of my medical card. Um, they sent me my dental and vision, and then they gave me the number directly to, uh, the place that provides the, the medical benefits for me. Uh, but I don't know what's up with their system, but it keeps me on hold, and then after so long, it hangs up on me. And I c- I've already called 12 times now. I, I spoke to one representative about 30 minutes ago, um, and she transferred me to someone else at that company, and then it hung up on me. And I've been trying to call back ever since, but I can't, I can't get in touch with that company for whatever reason. Okay. What's the name of the agency you work for? MAU. And the last four of your Social? 8075. And I, I'm sorry, your first and last name again? Alex Able. A-B-L-E. Okay. Do you mind verifying your address and date of birth? Yes, ma'am. It should be 128 Ancestry Lane, Moncks Corner, South Toronto, 29461. Date of birth is 10/13/1987. Okay. Phone number, 843-826-9254? Yes, ma'am. And then email is, um, alexable00@gmail.com? Yes, ma'am. Okay. Are you just needing the ID card for your preventative services with, uh, 90 Degree benefits? Just wha- whatever, whatever the medical cards are, I just need those. Like I said- Okay. So- ... you, you guys sent me the dental and vision- What- ... but I just, I don't have any of the medical cards. Okay. Because the reason why I'm asking, the medical plan that you have is a combination of two different insurance carriers- Mm-hmm. ... to get medical ID cards. Uh, one is for- Yeah, somebody told me that. ... typically for like a- Yeah. I guess, so I have two different cards? Is that what you're saying? Yeah, and I'm trying to figure out which one you need, because- I need both of them. ... I can try and... Okay, give me one second. I don't have, yeah, I don't have either one of those. You, y'all, y'all sent me the dental and vision last week when I called, uh- Mm-hmm. ... directly to my email, all right? It was great. I got, I got both of those, but I don't have either one of the medical, and it's been a hassle for a week now. Okay. Yeah, I know we've been... We've had some issues with one of the, uh, websites that we obtain one of those, but let me try to download them for you. Give me just a few seconds. Yes, ma'am. All right. So I was able to download both of the medical ID cards. Okay. So, I'm gonna s- just resend all of your ID cards, including your dental and vision, to your email. Do you have a way to check to make sure you got that email? Yes, ma'am. My, I got my... It'll, it'll tell me on whenever you send it, so I can- Okay. ... I can, I can verify it all while I'm on the phone. Okay. Yeah. Just sent it, so you should get it here in a few seconds. I got it. All righty. And are you able to open the different PDFs? I am. Yes, ma'am. Okay. All right. Did, did you need help with anything else? No, ma'am. You've been a big help. I really appreciate it. Yes, sir. You have a wonderful day. You have a wonderful day. Thank you so much. Bye-bye. Thank you. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits-

Speaker speaker\_1: Can I help you?

Speaker speaker\_2: Yes, ma'am. My name's Alex Able. Um, I've called several times, uh, and spoke to a couple representatives. I was trying to get a digital copy of my medical card. Um, they sent me my dental and vision, and then they gave me the number directly to, uh, the place that provides the, the medical benefits for me. Uh, but I don't know what's up with their system, but it keeps me on hold, and then after so long, it hangs up on me. And I c- I've already called 12 times now. I, I spoke to one representative about 30 minutes ago, um, and she transferred me to someone else at that company, and then it hung up on me. And I've been trying to call back ever since, but I can't, I can't get in touch with that company for whatever reason.

Speaker speaker\_0: Okay. What's the name of the agency you work for?

Speaker speaker\_2: MAU.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_2: 8075.

Speaker speaker\_0: And I, I'm sorry, your first and last name again?

Speaker speaker\_2: Alex Able. A-B-L-E.

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

Speaker speaker\_2: Yes, ma'am. It should be 128 Ancestry Lane, Moncks Corner, South Toronto, 29461. Date of birth is 10/13/1987.

Speaker speaker\_0: Okay. Phone number, 843-826-9254?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_0: And then email is, um, alexable00@gmail.com?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_0: Okay. Are you just needing the ID card for your preventative services with, uh, 90 Degree benefits?

Speaker speaker\_2: Just wha- whatever, whatever the medical cards are, I just need those. Like I said-

Speaker speaker\_0: Okay. So-

Speaker speaker\_2: ... you, you guys sent me the dental and vision-

Speaker speaker\_0: What-

Speaker speaker\_2: ... but I just, I don't have any of the medical cards.

Speaker speaker\_0: Okay. Because the reason why I'm asking, the medical plan that you have is a combination of two different insurance carriers-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_0: ... to get medical ID cards. Uh, one is for-

Speaker speaker\_2: Yeah, somebody told me that.

Speaker speaker\_0: ... typically for like a-

Speaker speaker\_2: Yeah. I guess, so I have two different cards? Is that what you're saying?

Speaker speaker\_0: Yeah, and I'm trying to figure out which one you need, because-

Speaker speaker\_2: I need both of them.

Speaker speaker\_0: ... I can try and... Okay, give me one second.

Speaker speaker\_2: I don't have, yeah, I don't have either one of those. You, y'all, y'all sent me the dental and vision last week when I called, uh-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_2: ... directly to my email, all right? It was great. I got, I got both of those, but I don't have either one of the medical, and it's been a hassle for a week now.

Speaker speaker\_0: Okay. Yeah, I know we've been... We've had some issues with one of the, uh, websites that we obtain one of those, but let me try to download them for you. Give me just a few seconds.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_0: All right. So I was able to download both of the medical ID cards.

Speaker speaker\_2: Okay.

Speaker speaker\_0: So, I'm gonna s- just resend all of your ID cards, including your dental and vision, to your email. Do you have a way to check to make sure you got that email?

Speaker speaker\_2: Yes, ma'am. My, I got my... It'll, it'll tell me on whenever you send it, so I can-

Speaker speaker\_0: Okay.

Speaker speaker\_2: ... I can, I can verify it all while I'm on the phone.

Speaker speaker\_0: Okay. Yeah. Just sent it, so you should get it here in a few seconds.

Speaker speaker\_2: I got it.

Speaker speaker\_0: All righty. And are you able to open the different PDFs?

Speaker speaker\_2: I am. Yes, ma'am.

Speaker speaker\_0: Okay. All right. Did, did you need help with anything else?

Speaker speaker\_2: No, ma'am. You've been a big help. I really appreciate it.

Speaker speaker\_0: Yes, sir. You have a wonderful day.

Speaker speaker\_2: You have a wonderful day. Thank you so much. Bye-bye.

Speaker speaker\_0: Thank you. Bye-bye.