

Transcript: VICTORIA

Taylor-4743168291815424-5704497534124032

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? I just missed a call from you. I... Okay. Uh, did they leave a voice mail by chance? No, but, um, I had called earlier regarding, um, my dental and vision insurance. Um, it should be active, but when I called to get a list of the providers, they said that they didn't have any coverage under my name, or any active plans or whatever. Was that for a dental or vision? Both. Okay. Um, what's the name of the agency you work for? WorkSmart Staffing. And the last four of your Social? 1966. Okay. And your first and last name? Corbin Dibble. And do you mind verifying your address and date of birth? 625 Pelham Road, Apartment 237, Greenville, South Carolina 29615, and my date of birth is 03/05/2002. Phone number 574-710-9909? Yeah. Okay. And then email is first initial, last name, 7272@gmail.com? Yeah. Okay. Give me just a few seconds. Okay, so I just... I see that the dental and vision just became active this week on Monday, so that very well could be the issue. Um, I, I know it takes some time for them to get up to date, but let me see what else. Well, she was supposed to send... The lady I talked to, she told me she was sending an email, um, about- Yeah. I see that as well. ... something she was involved with. Yeah. I see that as well, where the issue has been escalated. I just don't see any information about a phone call being made out to you. Um, give me just a few seconds. Let me see what I can find out, and I'll be right back. Okay. All righty. Thank you so much for holding. Give me just a few more seconds. Um, I'm still seeing what's going on. I'll be right back, okay? Okay. All righty. Thank you so much for holding. So the previous, uh, representative you were speaking with didn't mean to call you, um, when you received that call. But yes, it has been escalated so we are, uh, working on getting that updated for you. Once it's updated, we'll follow back up with you to let you know. Okay, thank you. You're welcome. You have a wonderful day. You, too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: I just missed a call from you. I...

Speaker speaker_0: Okay. Uh, did they leave a voice mail by chance?

Speaker speaker_1: No, but, um, I had called earlier regarding, um, my dental and vision insurance. Um, it should be active, but when I called to get a list of the providers, they said that they didn't have any coverage under my name, or any active plans or whatever.

Speaker speaker_0: Was that for a dental or vision?

Speaker speaker_1: Both.

Speaker speaker_0: Okay. Um, what's the name of the agency you work for?

Speaker speaker_1: WorkSmart Staffing.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 1966.

Speaker speaker_0: Okay. And your first and last name?

Speaker speaker_1: Corbin Dibble.

Speaker speaker_0: And do you mind verifying your address and date of birth?

Speaker speaker_1: 625 Pelham Road, Apartment 237, Greenville, South Carolina 29615, and my date of birth is 03/05/2002.

Speaker speaker_0: Phone number 574-710-9909?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. And then email is first initial, last name, 7272@gmail.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Give me just a few seconds. Okay, so I just... I see that the dental and vision just became active this week on Monday, so that very well could be the issue. Um, I, I know it takes some time for them to get up to date, but let me see what else.

Speaker speaker_1: Well, she was supposed to send... The lady I talked to, she told me she was sending an email, um, about-

Speaker speaker_0: Yeah. I see that as well.

Speaker speaker_1: ... something she was involved with.

Speaker speaker_0: Yeah. I see that as well, where the issue has been escalated. I just don't see any information about a phone call being made out to you. Um, give me just a few seconds. Let me see what I can find out, and I'll be right back.

Speaker speaker_1: Okay.

Speaker speaker_0: All righty. Thank you so much for holding. Give me just a few more seconds. Um, I'm still seeing what's going on. I'll be right back, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: All righty. Thank you so much for holding. So the previous, uh, representative you were speaking with didn't mean to call you, um, when you received that call. But yes, it has been escalated so we are, uh, working on getting that updated for you.

Once it's updated, we'll follow back up with you to let you know.

Speaker speaker_2: Okay, thank you.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_2: You, too.