

Transcript: VICTORIA

Taylor-4860514321743872-4796104039383040

Full Transcript

Thank you for calling Benefits in a Car. This is Victoria. How can I help you? Uh, yes. Hi. Um, I've been working for Assurant over a month and, uh, I signed up for, uh, health, uh, benefits, uh, but I never received any of my insurance cards. Um, I think I signed up for vision, uh, dental, and behavioral. Okay. What's the name of the staffing agency you work for? Uh, uh, On, On Track, I believe. Okay. And the last four- On Track, yeah. Last four of my social? Last four of your- Yes, sir. Zero, nine, three, nine. Okay. Let's see. Zero, nine, three... Okay, and your first and last name? First name is Mohammed, last name is Mahmoud. Do you mind verifying your address and date of birth? Yeah. 4940 Hickory Woods East, Antioch, Tennessee 37013. Uh, date of birth, October 1st, 1984. Phone number is 615-779-9754? Six, nine, seven... five, four, yeah. Email is gonna be m-o-v-a-n-i-c@hotmail.com. Yes. Mm-hmm. Okay. So your coverage just became active this week, and it typically takes about seven to 10 business days once the coverage becomes active for those to be mailed out to you. Okay. Um, I can try and look up copies and see if I can email them, but they should be coming to you either way. Yeah. Yeah, if you wanna email it, that'd be actually great. Uh, so I can like start... 'Cause I need to, you know, use one of my dental things for... Okay. Um, I'm just gonna put you on a brief hold while I try to look those up and I'll be right back. Yeah. Sure. Thank you so much. Okay. It looks like your ID cards are not yet ready. Okay. Um, sometimes it does take us until Friday of the week that it becomes active to have access to those. Okay. But I do have access to the, um, policy number and I can go ahead and get that to you if you'd like. The policy number? Uh, no, I mean, I can just call back next week and maybe, uh, get that through email until... and then obviously wait for the physical version of it to come through. I'll just call back- Okay. ... to get an email of it. Okay? So I'll just, I'll just call back next week and hopefully you'll have a copy of it to email it. All righty. Was there anything else you might need help with? All right. Thank you so much. No, no, that'll be it actually. I appreciate your update. Thank you so much. Yes, sir. Have a good day. Have a good... You too. Bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Uh, yes. Hi. Um, I've been working for Assurant over a month and, uh, I signed up for, uh, health, uh, benefits, uh, but I never received any of my insurance cards. Um, I think I signed up for vision, uh, dental, and behavioral.

Speaker speaker_0: Okay. What's the name of the staffing agency you work for?

Speaker speaker_1: Uh, uh, On, On Track, I believe.

Speaker speaker_0: Okay. And the last four-

Speaker speaker_1: On Track, yeah. Last four of my social?

Speaker speaker_0: Last four of your- Yes, sir.

Speaker speaker_1: Zero, nine, three, nine.

Speaker speaker_0: Okay. Let's see. Zero, nine, three... Okay, and your first and last name?

Speaker speaker_1: First name is Mohammed, last name is Mahmoud.

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

Speaker speaker_1: Yeah. 4940 Hickory Woods East, Antioch, Tennessee 37013. Uh, date of birth, October 1st, 1984.

Speaker speaker_0: Phone number is 615-779-9754?

Speaker speaker_1: Six, nine, seven... five, four, yeah.

Speaker speaker_0: Email is gonna be m-o-v-a-n-i-c@hotmail.com.

Speaker speaker_1: Yes. Mm-hmm.

Speaker speaker_0: Okay. So your coverage just became active this week, and it typically takes about seven to 10 business days once the coverage becomes active for those to be mailed out to you.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, I can try and look up copies and see if I can email them, but they should be coming to you either way.

Speaker speaker_1: Yeah. Yeah, if you wanna email it, that'd be actually great. Uh, so I can like start... 'Cause I need to, you know, use one of my dental things for...

Speaker speaker_0: Okay. Um, I'm just gonna put you on a brief hold while I try to look those up and I'll be right back.

Speaker speaker_1: Yeah. Sure. Thank you so much.

Speaker speaker_0: Okay. It looks like your ID cards are not yet ready.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, sometimes it does take us until Friday of the week that it becomes active to have access to those.

Speaker speaker_1: Okay.

Speaker speaker_0: But I do have access to the, um, policy number and I can go ahead and get that to you if you'd like.

Speaker speaker_1: The policy number? Uh, no, I mean, I can just call back next week and maybe, uh, get that through email until... and then obviously wait for the physical version of it to come through. I'll just call back-

Speaker speaker_0: Okay.

Speaker speaker_1: ... to get an email of it. Okay? So I'll just, I'll just call back next week and hopefully you'll have a copy of it to email it.

Speaker speaker_0: All righty. Was there anything else you might need help with?

Speaker speaker_1: All right. Thank you so much. No, no, that'll be it actually. I appreciate your update. Thank you so much.

Speaker speaker_0: Yes, sir. Have a good day.

Speaker speaker_1: Have a good... You too. Bye.

Speaker speaker_0: Bye-bye.