

Transcript: VICTORIA

Taylor-5816857215844352-6592542637244416

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits at . How can I help you? Yeah, hi. I was calling, um, the deductions got taken out of my check but I haven't received a digital, uh, card yet and I spoke with someone yesterday, they said they overcharged me and was gonna call me back but I haven't received a call yet. Okay. What's the name of the agency you work for? Uh, Nankin. And the last four of your Social? 7379. And your first and last name? Andrew Minich. M-I-N-I-C-H. Okay. Do you mind verifying your address and date of birth? Yeah, my address is 755 Scranton Avenue, Alliance, Ohio 44601. Date of birth is 7/3/1992. And then phone number is 096-0420? Yes. Okay. Email's gonna be first and last name 74l.com? At gmail.com, yes. Okay. Give me just one second. Okay. Okay. I don't see an update on the overcharge, um, but the ID cards... So it typically takes about one, uh, not one, but it typically takes us at least 72 business hours to have access to your ID cards once the coverage becomes available. Oh, okay. So, yeah. We don't have access to the ID cards until later this week. Um... Okay. Typically. Let me just double check and see. Sometimes they come through early. Okay. Yeah, I don't see that we have access to the ID cards just yet. Okay. Um, now I know that we're going to be closed Thursday and Friday of this week. Yeah. Are you needing the ID cards for anything? Yeah. I have to get a prescription today and it's been costing me a lot of money to get it. Okay. Um, hmm. I mean, if not, you know, it's okay. If not... I was just going to say, I mean, you can have your pharmacy call us and we can verify that you're enrolled into coverage and that you currently have coverage. It's just unfortunately we don't have access to the policy information just yet. Okay. Um, but what I'll do since we need to follow up on the overcharge anyways, I will go ahead and reach out to upper management and see if we can get a, uh, if I can get an update on that. And then also... Okay. ... um, mention that you need to get a prescription and see if there's any way we can push your policy information coming through. Okay, I'd appreciate that. Yes, sir. And then, um, if I receive word back, I will follow up with you from there. Okay, thank you. You're welcome. You have a wonderful day. You too. Good bye. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits at . How can I help you?

Speaker speaker_2: Yeah, hi. I was calling, um, the deductions got taken out of my check but I haven't received a digital, uh, card yet and I spoke with someone yesterday, they said they

overcharged me and was gonna call me back but I haven't received a call yet.

Speaker speaker_1: Okay. What's the name of the agency you work for?

Speaker speaker_2: Uh, Nankin.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 7379.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Andrew Minich. M-I-N-I-C-H.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: Yeah, my address is 755 Scranton Avenue, Alliance, Ohio 44601. Date of birth is 7/3/1992.

Speaker speaker_1: And then phone number is 096-0420?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Email's gonna be first and last name 74l.com?

Speaker speaker_2: At gmail.com, yes.

Speaker speaker_1: Okay. Give me just one second.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. I don't see an update on the overcharge, um, but the ID cards... So it typically takes about one, uh, not one, but it typically takes us at least 72 business hours to have access to your ID cards once the coverage becomes available.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: So, yeah. We don't have access to the ID cards until later this week. Um...

Speaker speaker_2: Okay.

Speaker speaker_1: Typically. Let me just double check and see. Sometimes they come through early.

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah, I don't see that we have access to the ID cards just yet.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, now I know that we're going to be closed Thursday and Friday of this week.

Speaker speaker_2: Yeah.

Speaker speaker_1: Are you needing the ID cards for anything?

Speaker speaker_2: Yeah. I have to get a prescription today and it's been costing me a lot of money to get it.

Speaker speaker_1: Okay. Um, hmm.

Speaker speaker_2: I mean, if not, you know, it's okay.

Speaker speaker_1: If not... I was just going to say, I mean, you can have your pharmacy call us and we can verify that you're enrolled into coverage and that you currently have coverage. It's just unfortunately we don't have access to the policy information just yet.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, but what I'll do since we need to follow up on the overcharge anyways, I will go ahead and reach out to upper management and see if we can get a, uh, if I can get an update on that. And then also...

Speaker speaker_2: Okay.

Speaker speaker_1: ... um, mention that you need to get a prescription and see if there's any way we can push your policy information coming through.

Speaker speaker_2: Okay, I'd appreciate that.

Speaker speaker_1: Yes, sir. And then, um, if I receive word back, I will follow up with you from there.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: You're welcome. You have a wonderful day.

Speaker speaker_2: You too. Good bye.

Speaker speaker_1: Thank you. Bye-bye.