

Transcript: VICTORIA

Taylor-5864382157242368-4722996569653248

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Victoria. How can I help you? Uh, hi, Victoria. My name is Suzanna Camp, uh, and I've recently signed up with Benefits in a Card through my employer. Um, I was hoping to get some information about the vision insurance that I'm, I'm getting. I, uh, I, and I know that it kicked in. I was told to make sure that in my paycheck I saw that benefits were being taken out, and they were. So, uh, in any case, I'd like to go to the, see the eye doctor. Mm-hmm. And, uh, I h- don't think that I have my card yet to show them. Is there anything- Okay. ... that you can tell me about how, uh, what I, how I should proceed? Let me pull up your file real quick. What's, uh, the name of the agency you work for? They're called Creative Circle. And the last four of your Social? 1853. Okay. Uh, do you mind verifying your address and date of birth? Yeah. It's 920 Montgomery Street, Number 312 in San Francisco 94133. And the date of birth is 7, or 07-22-67. Okay. Uh, phone number 415-272-0827? Yes, that's correct. And then email is gonna be first name dot last name at gmail.com? Yes. Okay. So it looks like your coverage just became active today. Okay. Um, so I can definitely send you a copy of your vision ID card. Great. Now the medical and dental I might not have access to just yet. Okay. Well, if you do, please do. Uh, send those along as well. Uh, but, but yeah, that's... The vision was what I was gonna get started with, um, ASAP. I'm about out of contact, so I need to go. Okay. Uh, give me just a few moments. Let me get your vision ID card, and then I'll check on the medical and dental as well. Okay. I'll be right back. Okay, great. I'll be here. All righty, thank you so much for holding. So, I was- Sure. ... able to send an ID card. Uh, the medical and dental are not yet ready. Okay. Yeah, let me, let me take a quick peek here. Yeah, here we go. Info, ID card. All right. Um, super. I will hold off on doing anything with them, but call back if I need to get those sometime, um, sooner than they end up arriving. Um, so yeah, thank you Victoria. It was nice to talk to you, and I hope you have a good rest of the day. You too. Thank you so much. Sure. Okay, bye-bye. 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 in a Card, this is Victoria. How can I help you?

Speaker speaker_2: Uh, hi, Victoria. My name is Suzanna Camp, uh, and I've recently signed up with Benefits in a Card through my employer. Um, I was hoping to get some information about the vision insurance that I'm, I'm getting. I, uh, I, and I know that it kicked in. I was told

to make sure that in my paycheck I saw that benefits were being taken out, and they were. So, uh, in any case, I'd like to go to the, see the eye doctor.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And, uh, I h- don't think that I have my card yet to show them. Is there anything-

Speaker speaker_1: Okay.

Speaker speaker_2: ... that you can tell me about how, uh, what I, how I should proceed?

Speaker speaker_1: Let me pull up your file real quick. What's, uh, the name of the agency you work for?

Speaker speaker_2: They're called Creative Circle.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 1853.

Speaker speaker_1: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_2: Yeah. It's 920 Montgomery Street, Number 312 in San Francisco 94133. And the date of birth is 7, or 07-22-67.

Speaker speaker_1: Okay. Uh, phone number 415-272-0827?

Speaker speaker_2: Yes, that's correct.

Speaker speaker_1: And then email is gonna be first name dot last name at gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So it looks like your coverage just became active today.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, so I can definitely send you a copy of your vision ID card.

Speaker speaker_2: Great.

Speaker speaker_1: Now the medical and dental I might not have access to just yet.

Speaker speaker_2: Okay. Well, if you do, please do. Uh, send those along as well. Uh, but, but yeah, that's... The vision was what I was gonna get started with, um, ASAP. I'm about out of contact, so I need to go.

Speaker speaker_1: Okay. Uh, give me just a few moments. Let me get your vision ID card, and then I'll check on the medical and dental as well.

Speaker speaker_2: Okay.

Speaker speaker_1: I'll be right back.

Speaker speaker_2: Okay, great. I'll be here.

Speaker speaker_1: All righty, thank you so much for holding. So, I was-

Speaker speaker_2: Sure.

Speaker speaker_1: ... able to send an ID card. Uh, the medical and dental are not yet ready.

Speaker speaker_2: Okay. Yeah, let me, let me take a quick peek here. Yeah, here we go. Info, ID card. All right. Um, super. I will hold off on doing anything with them, but call back if I need to get those sometime, um, sooner than they end up arriving. Um, so yeah, thank you Victoria. It was nice to talk to you, and I hope you have a good rest of the day.

Speaker speaker_1: You too. Thank you so much.

Speaker speaker_2: Sure. Okay, bye-bye.

Speaker speaker_1: Bye-bye.