

## Transcript: VICTORIA

**Taylor-5948123307753472-5139226347094016**

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Miss Victoria. My name is Sandra Landreth. My husband has gotten insurance with you guys through his employer, Friday Staffing. And he- Okay. ... got an email yesterday wanting him to, you know, do his little online access thing. And he did. But the question is, does he actually receive a card from you guys for me and him? Uh, yeah. Are you on the policy? Yes, ma'am. Okay. I can give you whatever information you need to verify that. Let me just pull up his file. Uh, what's the last four of his Social? Let's see. 0831. And is there- Can I say the whole thing so ... Yeah. First name is Robert, and I am Sandra. The last name? Landreth. It's L-A-N like Nathan, D like David, R-E-T like Tom, H like Henry. Okay. And then if you'll just verify your date of birth and, uh, the last four of your Social. Okay, my date of birth is 10/27/60. And my last four is 9891. Okay. And then I have y'all's address. It's 157 Trio Lane, Henderson, North Carolina, 28792. Ah, it's Hendersonville. Oh, sorry. Hendersonville. Gotcha. All right. Yeah, there is a Henderson, North Carolina- Okay. ... but we're Hendersonville. Yeah. I gotcha. Um, so yes. You guys should be receiving ID cards. Um, so you get dental, vision, and the preventative medical by mail, and then the non-preventative medical is typically emailed, which it would have been sent to his email. So, please specify. Non-preventable medical, is that like you go to urgent care or you go to your doctor's office or something like that? Yeah. Non-preventative would be like going to the doctor for a preexisting condition, if you're injured or sick and need to go to the urgent care, emergency room, hospitalization, things like that. Okay, so that's in his email? There's cards in his email? Is that what I'm... Yes. It should be an ID card in his email. Now, you do not get a separate one. There, there's only one card for everything. And on that card it will say, "Employee plus spouse." And then when they go to plug in the information they'll see that you're a dependent, um, under the policy. Okay, so I guess I need to tell him when he gets home, he's at work right now, tell him when he gets home to print out that email so we'd have something to present like if we had to go to an unexpected doctor's visit or something. Yeah. Have you guys received any of the cards by mail? No. Okay. Well, what I'm going to go ahead and do is I'm just going to go ahead and look up all of y'all's ID cards and just send it to his email so he has it, and I'm going to label each card so you guys know which is which. Okay, and then again we'll just print it out, laminate it, and take it in. They won't be mailing us a card? Yes. So if you just print those cards out, or use, I don't know if they're okay with this, but you can even forward the email over to them with the PDFs. It should be the same. There's nothing different between a physical and a hard copy. I'm old school, as you can tell from my birthdate. Sure. No, just for getting cards mailed to us, and he told me, he said, "Well, Sandra, have we even got a card in the mail yet?" And I said, "No." He just told me last night that he needed to sign in on it. He's like, "By the way, you know, I do all the paperwork." And, uh, I was like, "Oh, okay." And he

said, "Here." And handed me his phone and he said, "You do it. I don't, you know..." 'Cause we're both on the policy, so... Yeah, I'm not sure why you guys haven't received physical copies. I can definitely put in a request for physical copies to be mailed out too. Um, because you guys should have received that by now. I would appreciate that. Yeah, it's really weird. I've been, you know, watching the mail and I haven't seen anything. And I thought, well, I told email there, I says, "Well, no, that went into effect April 26th. It's weird that we ain't got no cards yet." Mm-hmm. So- Well, let me just make sure. So I have 157 Trio Lane, Hendersonville, North Carolina, 28792. Yes, ma'am. Okay. Yeah, I don't know why you haven't gotten that, so I'm just gonna put in a request for you guys to get those mailed to you. Boy, I appreciate that. Yes, ma'am. Yeah, probably better quality than what I could print off on regular copy paper, so, uh, greatly appreciate that. I gotcha. All righty. Did you need help with anything else? Thank you so much. No, that's it. All righty. You have a wonderful day. You too, honey. Thank you. Thank you. Bye-bye. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Hi, Miss Victoria. My name is Sandra Landreth. My husband has gotten insurance with you guys through his employer, Friday Staffing. And he-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... got an email yesterday wanting him to, you know, do his little online access thing. And he did. But the question is, does he actually receive a card from you guys for me and him?

Speaker speaker\_0: Uh, yeah. Are you on the policy?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I can give you whatever information you need to verify that.

Speaker speaker\_0: Let me just pull up his file. Uh, what's the last four of his Social?

Speaker speaker\_1: Let's see. 0831.

Speaker speaker\_0: And is there-

Speaker speaker\_1: Can I say the whole thing so ... Yeah. First name is Robert, and I am Sandra.

Speaker speaker\_0: The last name?

Speaker speaker\_1: Landreth. It's L-A-N like Nathan, D like David, R-E-T like Tom, H like Henry.

Speaker speaker\_0: Okay. And then if you'll just verify your date of birth and, uh, the last four of your Social.

Speaker speaker\_1: Okay, my date of birth is 10/27/60. And my last four is 9891.

Speaker speaker\_0: Okay. And then I have y'all's address. It's 157 Trio Lane, Henderson, North Carolina, 28792.

Speaker speaker\_1: Ah, it's Hendersonville.

Speaker speaker\_0: Oh, sorry. Hendersonville. Gotcha. All right.

Speaker speaker\_1: Yeah, there is a Henderson, North Carolina-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... but we're Hendersonville. Yeah.

Speaker speaker\_0: I gotcha. Um, so yes. You guys should be receiving ID cards. Um, so you get dental, vision, and the preventative medical by mail, and then the non-preventative medical is typically emailed, which it would have been sent to his email.

Speaker speaker\_1: So, please specify. Non-preventable medical, is that like you go to urgent care or you go to your doctor's office or something like that?

Speaker speaker\_0: Yeah. Non-preventative would be like going to the doctor for a preexisting condition, if you're injured or sick and need to go to the urgent care, emergency room, hospitalization, things like that.

Speaker speaker\_1: Okay, so that's in his email? There's cards in his email? Is that what I'm...

Speaker speaker\_0: Yes. It should be an ID card in his email. Now, you do not get a separate one. There, there's only one card for everything. And on that card it will say, "Employee plus spouse." And then when they go to plug in the information they'll see that you're a dependent, um, under the policy.

Speaker speaker\_1: Okay, so I guess I need to tell him when he gets home, he's at work right now, tell him when he gets home to print out that email so we'd have something to present like if we had to go to an unexpected doctor's visit or something.

Speaker speaker\_0: Yeah. Have you guys received any of the cards by mail?

Speaker speaker\_1: No.

Speaker speaker\_0: Okay. Well, what I'm going to go ahead and do is I'm just going to go ahead and look up all of y'all's ID cards and just send it to his email so he has it, and I'm going to label each card so you guys know which is which.

Speaker speaker\_1: Okay, and then again we'll just print it out, laminate it, and take it in. They won't be mailing us a card?

Speaker speaker\_0: Yes. So if you just print those cards out, or use, I don't know if they're okay with this, but you can even forward the email over to them with the PDFs. It should be

the same. There's nothing different between a physical and a hard copy.

Speaker speaker\_1: I'm old school, as you can tell from my birthdate.

Speaker speaker\_0: Sure.

Speaker speaker\_1: No, just for getting cards mailed to us, and he told me, he said, "Well, Sandra, have we even got a card in the mail yet?" And I said, "No." He just told me last night that he needed to sign in on it. He's like, "By the way, you know, I do all the paperwork." And, uh, I was like, "Oh, okay." And he said, "Here." And handed me his phone and he said, "You do it. I don't, you know..." 'Cause we're both on the policy, so...

Speaker speaker\_0: Yeah, I'm not sure why you guys haven't received physical copies. I can definitely put in a request for physical copies to be mailed out too. Um, because you guys should have received that by now.

Speaker speaker\_1: I would appreciate that. Yeah, it's really weird. I've been, you know, watching the mail and I haven't seen anything. And I thought, well, I told email there, I says, "Well, no, that went into effect April 26th. It's weird that we ain't got no cards yet."

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: So-

Speaker speaker\_0: Well, let me just make sure. So I have 157 Trio Lane, Hendersonville, North Carolina, 28792.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. Yeah, I don't know why you haven't gotten that, so I'm just gonna put in a request for you guys to get those mailed to you.

Speaker speaker\_1: Boy, I appreciate that.

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Yeah, probably better quality than what I could print off on regular copy paper, so, uh, greatly appreciate that.

Speaker speaker\_0: I gotcha. All righty. Did you need help with anything else?

Speaker speaker\_1: Thank you so much. No, that's it.

Speaker speaker\_0: All righty. You have a wonderful day.

Speaker speaker\_1: You too, honey. Thank you.

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

Speaker speaker\_1: Bye-bye.