

Transcript: VICTORIA

Taylor-6233785029148672-6661649671176192

Full Transcript

Thank you for calling Benefits on a Card, this is *fake fort*. How can I help you? Yes, ma'am. Uh, my name is Daniel Dawkins and I was calling because I was trying to see when do I receive my dental card and my medi- and my medical card in the mail? I have, I have not received them yet. Okay. Um, I know it typically takes about seven to 10 business days to get the ID cards once the coverage becomes active. Mm-hmm. Um, but let me pull up your file. What's the name of the agency you work for? MAU. And the last four of your Social? Um, 2533. Okay. Do you mind verifying your address and date of birth? Yes, ma'am. Uh, January 25, 1985. My addresses are 1146 Michael Murray Drive, Augusta, Georgia 30901. Okay. Think we might need to update your address because I have 146... uh, I'm not sure how to pronounce it. M-C-E-L. M-C-E-L Murray Drive? Yes. Uh, that's correct. That's correct? Okay. Did you say the ZIP code was 30901? Uh, yes, ma'am. Okay. And then phone number is 706-723-3005 6005 630. Uh, yes, ma'am. And then email, first last name, 85icloud.com? Uh, yes, ma'am. Okay. So it looks like your coverage just became active yesterday, so you should get the ID cards soon. Um, like I said, it, it typically takes about seven to 10 business days to get those. So, uh, so, and am I also getting my medical card too? In the card too? Because the last time I talked to one of y'all, you said that I wasn't getting no medical card but I was getting my dental. So am I getting a medical card too? Yes. Your, all your ID cards are gonna be mailed to you. The me- the dental will be mailed. Uh, your preventative medical will be mailed. Now you do also get a, uh, another ID card for more like for non-preventative services, which is emailed to you. Can I get that in a card too? Yes. That, uh, the non-preventative service ID card is emailed to you. Are you asking if we could put in a request to have it mailed? Yes, ma'am. I want the physical card. Okay. I'll, I'll put in a request to have that one mailed to you as well. Oh. Oh, okay. Uh, was there anything else you might need help with? Yes. That, that card you said that I'm supposed to get an email. Uh, have I got that email yet? I don't know. It, it's sent from the insurance company directly, so unfortunately I don't have a way to see if they sent that or not. I would just keep an eye on your email. Make sure to check your junk and spam folders as well. Okay. Do you know what name of the company is, is that email coming from? I don't know the specific email address but it would be from, uh, American Public Life. Okay. All right. Thank you so much, ma'am. You're welcome. You have a wonderful day. And y- and you too. Thank you. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card, this is *fake fort*. How can I help you?

Speaker speaker_1: Yes, ma'am. Uh, my name is Daniel Dawkins and I was calling because I was trying to see when do I receive my dental card and my medi- and my medical card in the mail? I have, I have not received them yet.

Speaker speaker_0: Okay. Um, I know it typically takes about seven to 10 business days to get the ID cards once the coverage becomes active.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, but let me pull up your file. What's the name of the agency you work for?

Speaker speaker_1: MAU.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: Um, 2533.

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

Speaker speaker_1: Yes, ma'am. Uh, January 25, 1985. My addresses are 1146 Michael Murray Drive, Augusta, Georgia 30901.

Speaker speaker_0: Okay. Think we might need to update your address because I have 146... uh, I'm not sure how to pronounce it. M-C-E-L. M-C-E-L Murray Drive?

Speaker speaker_1: Yes. Uh, that's correct.

Speaker speaker_0: That's correct? Okay. Did you say the ZIP code was 30901?

Speaker speaker_1: Uh, yes, ma'am.

Speaker speaker_0: Okay. And then phone number is 706-723-3005 6005 630.

Speaker speaker_1: Uh, yes, ma'am.

Speaker speaker_0: And then email, first last name, 85icloud.com?

Speaker speaker_1: Uh, yes, ma'am.

Speaker speaker_0: Okay. So it looks like your coverage just became active yesterday, so you should get the ID cards soon. Um, like I said, it, it typically takes about seven to 10 business days to get those.

Speaker speaker_1: So, uh, so, and am I also getting my medical card too? In the card too? Because the last time I talked to one of y'all, you said that I wasn't getting no medical card but I was getting my dental. So am I getting a medical card too?

Speaker speaker_0: Yes. Your, all your ID cards are gonna be mailed to you. The me- the dental will be mailed. Uh, your preventative medical will be mailed. Now you do also get a, uh, another ID card for more like for non-preventative services, which is emailed to you.

Speaker speaker_1: Can I get that in a card too?

Speaker speaker_0: Yes. That, uh, the non-preventative service ID card is emailed to you. Are you asking if we could put in a request to have it mailed?

Speaker speaker_1: Yes, ma'am. I want the physical card.

Speaker speaker_0: Okay. I'll, I'll put in a request to have that one mailed to you as well.

Speaker speaker_1: Oh. Oh, okay.

Speaker speaker_0: Uh, was there anything else you might need help with?

Speaker speaker_1: Yes. That, that card you said that I'm supposed to get an email. Uh, have I got that email yet?

Speaker speaker_0: I don't know. It, it's sent from the insurance company directly, so unfortunately I don't have a way to see if they sent that or not. I would just keep an eye on your email. Make sure to check your junk and spam folders as well.

Speaker speaker_1: Okay. Do you know what name of the company is, is that email coming from?

Speaker speaker_0: I don't know the specific email address but it would be from, uh, American Public Life.

Speaker speaker_1: Okay. All right. Thank you so much, ma'am.

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

Speaker speaker_1: And y- and you too.

Speaker speaker_0: Thank you. Bye.