

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yes, ma'am. I'm just calling to, uh, just checking to see if my insurance was active. Okay. Yeah. What agency do you work for? Uh, WorkSmart. And then what are the last four of your Social? 8685. And your first and last name? Uh, Mike Constantine. For security purposes, could you please verify your address as well as your date of birth? Uh, it's 13 Ardmore Drive, Taylor, South Carolina, 29687, 11/08/1999. Is your phone number still 468-414-5156? Correct. Okay. And then I have neslob.Constantine@gmail.com as your email on file. Is that correct? Correct. Um, so we haven't received a deduction for this week. So for this week, you don't have active coverage. We're still waiting on receiving a deduction for this week for you re- get active coverage. Oh. What do you mean by that? 'Cause like my pay- like my paycheck didn't go through or... No. Well, so what I'm saying is, we haven't received the deduction from your staffing agency- Oh. ... for this week for you to have active coverage. So we're still waiting on receiving a deduction. Okay. So it has it started yet? 'Cause- It did. So you had active coverage last week. Mm-hmm. Um, but for this week, you don't. We're waiting on a deduction. So last week you did have active coverage, because we did receive a deduction. But this week, we haven't, so you don't have active coverage for this week. Okay. Can I still get my information though, or... Yes. But just keep in mind that if you do go to an appointment- Mm-hmm. ... and it's, um, this week, it's not gonna be covered, because your coverage isn't active. Um, you had active coverage the week of the 25th up until the 1st. Mm-hmm. And then you also had active coverage last week, but not for this week. I can- Oh, so that's why. ... send your cards via email if you want. Um, but I do have to have- Yeah. Can you do that? Mm-hmm. Yes, sir. Is that a good email to send it to? Yeah. Okay. Is it, uh, every time I get... Every time I get paid, they take- Correct. ... take it out or... Yeah, because it's weekly- Yeah, 'cause I- It's weekly deductions from your paycheck. Um, so let's see. Yeah, 'cause I haven't got paid this week, so that's probably why. Oh, okay. Gotcha. Okay. All right. Can I put you in a brief hold while I send you that information through your email? Yeah, that's fine. Okay. Thank you. Thank you for your hold. Um, I went ahead and sent you that information. Do you mind verifying that you received it? Yes. Hello? Hello? Yes, I'm here. Do I still have you on the line? Yeah, you do. Hello? I was just checking... Yes, I'm here. Hello? Can you hear? Yes, I'm here. Yes, I can hear. Sorry. Um, I went ahead and sent you that information, um, to your email box. Do you mind verifying that you received it? Yeah, I'm checking now but I'm not sure. Hold on, it's not loading. It should come from an email that says info@benefitsinacar.com. Um, if you don't see it right away, I would also check your spam- Mm-hmm. ... and your junk files. And then I sent it to N-E-S-L-O-B-E. last name@gmail.com. Oh, yeah. I'm checking now to see if I see it. Yeah, I'm not sure if I see it. I don't see it. Okay. Um, I can try to send it again. That's fine. And that is

C-O-N-S-T-A-N-T-I-N? Yeah. Okay. I sent it one more time. Does it usually take a minute to come or...? No. It usually gets there pretty quick. Um, did you check your spam and junk files? Oh. Yeah, dude, it's not, not in there. And it is N-E-S-L-O-B-E. Constantin@gmail.com. Yep. Yeah. I sent two emails. It says one got sent at 12:53 and the other one at 12:56. Uh- Um, I would try to refresh it maybe. Okay. Hold on. And it's gonna come from an email that says info@benefitsinacar.com. I could also provide the policy numbers to you. Uh, yeah. That's fine. Okay. Let me know when you're ready. Uh, yeah, I'm ready. So, the policy number for your dental plan will be 02570011. So, that's 02570011. Okay. And then for, for your medical plan... It's gonna be policy number 02570010. So, that's 02570010. But I would look around your email 'cause you should have received two of those emails. Um, but that's your policy number. Okay, that's fine. Yeah, I didn't receive them. I'm not sure why. Maybe I need to go log in to the actual email. Mm-hmm. That could be it too. So, I'm gonna try to do that and see if I see it. Okay. Yes, sir. And then... But that's your policy number and then somewhere in your email you should be getting those cards. All right. That's fine. Thank you. You're welcome. Have a nice day. All right.

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. My name is Stephanie. How can I assist you?

Speaker speaker_2: Yes, ma'am. I'm just calling to, uh, just checking to see if my insurance was active.

Speaker speaker_1: Okay. Yeah. What agency do you work for?

Speaker speaker_2: Uh, WorkSmart.

Speaker speaker_1: And then what are the last four of your Social?

Speaker speaker_2: 8685.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Uh, Mike Constantine.

Speaker speaker_1: For security purposes, could you please verify your address as well as your date of birth?

Speaker speaker_2: Uh, it's 13 Ardmore Drive, Taylor, South Carolina, 29687, 11/08/1999.

Speaker speaker_1: Is your phone number still 468-414-5156?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. And then I have neslob.Constantine@gmail.com as your email on file. Is that correct?

Speaker speaker_2: Correct.

Speaker speaker_1: Um, so we haven't received a deduction for this week. So for this week, you don't have active coverage. We're still waiting on receiving a deduction for this week for you re- get active coverage.

Speaker speaker_2: Oh. What do you mean by that? 'Cause like my pay- like my paycheck didn't go through or...

Speaker speaker_1: No. Well, so what I'm saying is, we haven't received the deduction from your staffing agency-

Speaker speaker_2: Oh.

Speaker speaker_1: ... for this week for you to have active coverage. So we're still waiting on receiving a deduction.

Speaker speaker_2: Okay. So it has it started yet? 'Cause-

Speaker speaker_1: It did. So you had active coverage last week.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, but for this week, you don't. We're waiting on a deduction. So last week you did have active coverage, because we did receive a deduction. But this week, we haven't, so you don't have active coverage for this week.

Speaker speaker_2: Okay. Can I still get my information though, or...

Speaker speaker_1: Yes. But just keep in mind that if you do go to an appointment-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... and it's, um, this week, it's not gonna be covered, because your coverage isn't active. Um, you had active coverage the week of the 25th up until the 1st.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And then you also had active coverage last week, but not for this week. I can-

Speaker speaker_2: Oh, so that's why.

Speaker speaker_1: ... send your cards via email if you want. Um, but I do have to have-

Speaker speaker_2: Yeah. Can you do that?

Speaker speaker_1: Mm-hmm. Yes, sir. Is that a good email to send it to?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay.

Speaker speaker_2: Is it, uh, every time I get... Every time I get paid, they take-

Speaker speaker_1: Correct.

Speaker speaker_2: ... take it out or...

Speaker speaker_1: Yeah, because it's weekly-

Speaker speaker_2: Yeah, 'cause I-

Speaker speaker_1: It's weekly deductions from your paycheck. Um, so let's see.

Speaker speaker_2: Yeah, 'cause I haven't got paid this week, so that's probably why.

Speaker speaker_1: Oh, okay. Gotcha. Okay. All right. Can I put you in a brief hold while I send you that information through your email?

Speaker speaker_2: Yeah, that's fine.

Speaker speaker_1: Okay. Thank you. Thank you for your hold. Um, I went ahead and sent you that information. Do you mind verifying that you received it?

Speaker speaker_2: Yes.

Speaker speaker_1: Hello?

Speaker speaker_2: Hello? Yes, I'm here.

Speaker speaker_1: Do I still have you on the line?

Speaker speaker_2: Yeah, you do.

Speaker speaker_1: Hello?

Speaker speaker_2: I was just checking... Yes, I'm here.

Speaker speaker_1: Hello?

Speaker speaker_2: Can you hear? Yes, I'm here.

Speaker speaker_1: Yes, I can hear. Sorry. Um, I went ahead and sent you that information, um, to your email box. Do you mind verifying that you received it?

Speaker speaker_2: Yeah, I'm checking now but I'm not sure. Hold on, it's not loading.

Speaker speaker_1: It should come from an email that says info@benefitsinacar.com. Um, if you don't see it right away, I would also check your spam-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... and your junk files. And then I sent it to N-E-S-L-O-B-E. last name@gmail.com.

Speaker speaker_2: Oh, yeah. I'm checking now to see if I see it. Yeah, I'm not sure if I see it. I don't see it.

Speaker speaker_1: Okay. Um, I can try to send it again.

Speaker speaker_2: That's fine.

Speaker speaker_1: And that is C-O-N-S-T-A-N-T-I-N?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. I sent it one more time.

Speaker speaker_2: Does it usually take a minute to come or...?

Speaker speaker_1: No. It usually gets there pretty quick. Um, did you check your spam and junk files?

Speaker speaker_2: Oh. Yeah, dude, it's not, not in there.

Speaker speaker_1: And it is N-E-S-L-O-B-E. Constantin@gmail.com.

Speaker speaker_2: Yep.

Speaker speaker_1: Yeah. I sent two emails. It says one got sent at 12:53 and the other one at 12:56.

Speaker speaker_2: Uh-

Speaker speaker_1: Um, I would try to refresh it maybe.

Speaker speaker_2: Okay. Hold on.

Speaker speaker_1: And it's gonna come from an email that says info@benefitsinacar.com. I could also provide the policy numbers to you.

Speaker speaker_2: Uh, yeah. That's fine.

Speaker speaker_1: Okay. Let me know when you're ready.

Speaker speaker_2: Uh, yeah, I'm ready.

Speaker speaker_1: So, the policy number for your dental plan will be 02570011. So, that's 02570011.

Speaker speaker_2: Okay.

Speaker speaker_1: And then for, for your medical plan... It's gonna be policy number 02570010. So, that's 02570010. But I would look around your email 'cause you should have received two of those emails. Um, but that's your policy number.

Speaker speaker_2: Okay, that's fine. Yeah, I didn't receive them. I'm not sure why. Maybe I need to go log in to the actual email.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: That could be it too. So, I'm gonna try to do that and see if I see it.

Speaker speaker_1: Okay. Yes, sir. And then... But that's your policy number and then somewhere in your email you should be getting those cards.

Speaker speaker_2: All right. That's fine. Thank you.

Speaker speaker_1: You're welcome. Have a nice day.

Speaker speaker_2: All right.