

Transcript: Estefania

Acevedo-5821579820482560-6205024333676544

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Becky. How can I assist you? Uh, yes. Um, I've got Benefits in a Card through, uh, the workplace I'm at and, uh, I was wondering how I could go about getting some cards for me and my kids. So we can get it- Okay. ... off. I would have to open your file. Um, could I please get the name of the staffing agency that you work for, as well as the last four of your Social? Innovative Staff Solutions and it's 3604. Okay, thank you. And for security purposes, could you verify your full address as well as your date of birth? 6 West Grant Street, um, 22893. Okay, um, could you verify your city and state please? Cleveland, Kentucky. Thank you. Is your phone number still the 270-577-5782? Yes. Okay, thank you. And then I have your first name period Marie, period, Smith, period, 1993 at gmail.com. Is that- Mm-hmm. ... still up to date? Yes. Okay. And then you said you were inquiring regarding to your cards? Excuse my what? Um, you said you were calling regarding to your medical cards? Yes. Okay, give me one second. It looks like we're also missing your beneficiary. Um, do you wanna go ahead and provide that for me? What does it look- It looks like... It looks like it's for your group accident. If something was to happen to you, who do you want to put down for your beneficiary? Um, my children. Okay. Um, can I get the first and last name, please? Uh, Daniel and Dalton Smith. Okay. Give me one second. Thank you for your hold. And have you not received those dental, vision, and NEC cards by any chance? Uh, uh- To your address on file? I'm pretty sure... Um, did y'all already send them to me? So have... Um, do y'all not be mind checking your email if you have received them? If not, I can go ahead and check real quick if they're available because it actually looks like you just now became active yesterday. Um, so you should be receiving- Is this- ... them by this Friday, the physical ones. Yeah. And then I can go ahead and check to see if they're ready electronically. If they aren't, I'll be happy to send them to that email on file. But since this is your first week of being active, you should be receiving the physical ones on Friday or Thursday. So you should be getting your NEC, which is the preventative one, the vision, dental and then the Ensure Plus at Hand. Those normally they don't send those physically, um, but if you do want a physical one, I can go ahead and request your medical card. Is that something that you wish for me to do? Uh, yes. Uh, my kids... Are my kids gonna get one or do they just share mine? It's... They share. They would share yours, um, but if you wish, I can go ahead and request that. Because normally the medical card, they don't send that to your address, a physical one. You would have to request it, which I can go ahead and do since you just- Okay. ... became active yesterday. Okay. Um, do you mind holding while I do all of that for you? That's fine. And then is that a good email to s- send you that information to? Yeah. If it is ready. So are you gonna be able to send me the electronic one if, if it's available? Yes, ma'am. So if it's available, I can go ahead and send it to that email, which is gonna have what you're gonna receive by Friday

or Thursday. But, um, via email. And then the physical ones you should get by the end of this week. And I'll also put in that request for you of the medical one to be sent out. Okay. Okay. Um, I'm gonna put you in a brief hold, okay? Okay. Thank you for your hold. So I went ahead and checked to see if they were available. They're not available yet, but the policy number is. Um- Hold on. Hold on. Hold on. Let me get a pen. Oh, okay. I got a pen. Okay. Are you ready? Yes. Okay. So for your Insurplus ETT Hand, which is your medical plan, um, that policy number is 25- Uh-huh. ... 59-83-6. Um, I was actually gonna tell you, do you want me to just go ahead and email you the policy numbers, and then in that email, there'll be access to the multi-plan network which gives you access to preferred providers, if that's easier for you? I can just attach all that information to a email? Um, yeah. That would be fine. Okay. Okay. I just wanted to let you know before I did that, um, that what I'm gonna send is the policy numbers, but I'll organize everything in the email. Um, they're not ready yet, but if you wish I'll follow up and see if they're available tomorrow, and if they are, I'll just email 'em to you and give you a call when I do that. Mm-hmm. But for now, I can email you your policy numbers and stuff. Mm-hmm. Could I get the medicals out real quick? Yes. Um, so if you want my email, I'll put the... 'Cause I'll put in the medical one, the short-term disability and then the dental one. But if you want me to verbally give it to you, I can as well. Yeah, that would be great. Okay. So for your medical one, it's gonna be 25- Mm-hmm. ... 59- Yes. ... 83-6. I'm gonna repeat it one more time. So that's 2-5-5-9-8-3-6. Mm-hmm. Yes. Okay. Okay. So that's for your medical, and then for your short-term disability one, let me know when you're ready. Short-term disability one, what is that, what is that for? Like, if I get hurt at work or something? Yes, ma'am. Okay. And then let me know when you're ready for that number. I'm ready. Okay. I'm ready. So that's gonna be 25- Mm-hmm. ... 50, 59- Mm-hmm. ... 83-8. Mm-hmm. And then for the dental one, let me know when you're ready. Okay. Hold on. Okay, I'm ready. It's gonna be 25-59-83-9. Mm-hmm. Mm-hmm. So that's 25-59-83-9. And then I'm gonna send that to your email as well, um, but I just wanted to let you know, just so that you're not confused when you see just the policy numbers. Um, I can go ahead and send you your vision card. That one is ready, but the other, the other ones aren't. Um, but the policy numbers is what I just provided. Okay. But I'll send you all that information. Um, do you, do you want me to put you in a brief hold while, while I send that? Or do you just want me to- You can s- ... go ahead and send it? You can just go ahead and send it. Okay. All right. Give me one second. Let me...Huh? What's all the noise? I don't know. I think it might be a prank call. Prank call? Well, let me check this out. Oh. It's just you. Come on! I need to tell my brother about this right now. All right, man. Let's go. . . Oh, yes. Oh! Mine! Yes! Come on!. You got 'em all? Yeah, I got most of them. All right. I'm going to go get my brotha here. Go ahead an-... Come back when you're done.

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 Becky. How can I assist you?

Speaker speaker_2: Uh, yes. Um, I've got Benefits in a Card through, uh, the workplace I'm at and, uh, I was wondering how I could go about getting some cards for me and my kids. So we can get it-

Speaker speaker_1: Okay.

Speaker speaker_2: ... off.

Speaker speaker_1: I would have to open your file. Um, could I please get the name of the staffing agency that you work for, as well as the last four of your Social?

Speaker speaker_2: Innovative Staff Solutions and it's 3604.

Speaker speaker_1: Okay, thank you. And for security purposes, could you verify your full address as well as your date of birth?

Speaker speaker_2: 6 West Grant Street, um, 22893.

Speaker speaker_1: Okay, um, could you verify your city and state please?

Speaker speaker_2: Cleveland, Kentucky.

Speaker speaker_1: Thank you. Is your phone number still the 270-577-5782?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, thank you. And then I have your first name period Marie, period, Smith, period, 1993 at gmail.com. Is that-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... still up to date?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then you said you were inquiring regarding to your cards?

Speaker speaker_2: Excuse my what?

Speaker speaker_1: Um, you said you were calling regarding to your medical cards?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, give me one second. It looks like we're also missing your beneficiary. Um, do you wanna go ahead and provide that for me?

Speaker speaker_2: What does it look-

Speaker speaker_1: It looks like... It looks like it's for your group accident. If something was to happen to you, who do you want to put down for your beneficiary?

Speaker speaker_2: Um, my children.

Speaker speaker_1: Okay. Um, can I get the first and last name, please?

Speaker speaker_2: Uh, Daniel and Dalton Smith.

Speaker speaker_1: Okay. Give me one second. Thank you for your hold. And have you not received those dental, vision, and NEC cards by any chance?

Speaker speaker_2: Uh, uh-

Speaker speaker_1: To your address on file?

Speaker speaker_2: I'm pretty sure... Um, did y'all already send them to me?

Speaker speaker_1: So have... Um, do y'all not be mind checking your email if you have received them? If not, I can go ahead and check real quick if they're available because it actually looks like you just now became active yesterday. Um, so you should be receiving-

Speaker speaker_2: Is this-

Speaker speaker_1: ... them by this Friday, the physical ones.

Speaker speaker_2: Yeah.

Speaker speaker_1: And then I can go ahead and check to see if they're ready electronically. If they aren't, I'll be happy to send them to that email on file. But since this is your first week of being active, you should be receiving the physical ones on Friday or Thursday. So you should be getting your NEC, which is the preventative one, the vision, dental and then the Ensure Plus at Hand. Those normally they don't send those physically, um, but if you do want a physical one, I can go ahead and request your medical card. Is that something that you wish for me to do?

Speaker speaker_2: Uh, yes. Uh, my kids... Are my kids gonna get one or do they just share mine?

Speaker speaker_1: It's... They share. They would share yours, um, but if you wish, I can go ahead and request that. Because normally the medical card, they don't send that to your address, a physical one. You would have to request it, which I can go ahead and do since you just-

Speaker speaker_2: Okay.

Speaker speaker_1: ... became active yesterday. Okay. Um, do you mind holding while I do all of that for you?

Speaker speaker_2: That's fine.

Speaker speaker_1: And then is that a good email to s- send you that information to?

Speaker speaker_2: Yeah.

Speaker speaker_1: If it is ready.

Speaker speaker_2: So are you gonna be able to send me the electronic one if, if it's available?

Speaker speaker_1: Yes, ma'am. So if it's available, I can go ahead and send it to that email, which is gonna have what you're gonna receive by Friday or Thursday. But, um, via email. And then the physical ones you should get by the end of this week. And I'll also put in that request for you of the medical one to be sent out.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Um, I'm gonna put you in a brief hold, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Thank you for your hold. So I went ahead and checked to see if they were available. They're not available yet, but the policy number is. Um-

Speaker speaker_2: Hold on. Hold on. Hold on. Let me get a pen.

Speaker speaker_1: Oh, okay.

Speaker speaker_2: I got a pen.

Speaker speaker_1: Okay. Are you ready?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So for your Insurplus EttHand, which is your medical plan, um, that policy number is 25-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... 59-83-6. Um, I was actually gonna tell you, do you want me to just go ahead and email you the policy numbers, and then in that email, there'll be access to the multi-plan network which gives you access to preferred providers, if that's easier for you? I can just attach all that information to a email?

Speaker speaker_2: Um, yeah. That would be fine.

Speaker speaker_1: Okay. Okay. I just wanted to let you know before I did that, um, that what I'm gonna send is the policy numbers, but I'll organize everything in the email. Um, they're not ready yet, but if you wish I'll follow up and see if they're available tomorrow, and if they are, I'll just email 'em to you and give you a call when I do that.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: But for now, I can email you your policy numbers and stuff.

Speaker speaker_2: Mm-hmm. Could I get the medicals out real quick?

Speaker speaker_1: Yes. Um, so if you want my email, I'll put the... 'Cause I'll put in the medical one, the short-term disability and then the dental one. But if you want me to verbally give it to you, I can as well.

Speaker speaker_2: Yeah, that would be great.

Speaker speaker_1: Okay. So for your medical one, it's gonna be 25-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 59-

Speaker speaker_2: Yes.

Speaker speaker_1: ... 83-6. I'm gonna repeat it one more time. So that's 2-5-5-9-8-3-6.

Speaker speaker_2: Mm-hmm. Yes.

Speaker speaker_1: Okay.

Speaker speaker_2: Okay.

Speaker speaker_1: So that's for your medical, and then for your short-term disability one, let me know when you're ready.

Speaker speaker_2: Short-term disability one, what is that, what is that for? Like, if I get hurt at work or something?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay.

Speaker speaker_1: And then let me know when you're ready for that number.

Speaker speaker_2: I'm ready.

Speaker speaker_1: Okay.

Speaker speaker_2: I'm ready.

Speaker speaker_1: So that's gonna be 25-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 50, 59-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 83-8.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And then for the dental one, let me know when you're ready.

Speaker speaker_2: Okay. Hold on. Okay, I'm ready.

Speaker speaker_1: It's gonna be 25-59-83-9.

Speaker speaker_2: Mm-hmm. Mm-hmm.

Speaker speaker_1: So that's 25-59-83-9. And then I'm gonna send that to your email as well, um, but I just wanted to let you know, just so that you're not confused when you see just the policy numbers. Um, I can go ahead and send you your vision card. That one is ready, but the other, the other ones aren't. Um, but the policy numbers is what I just provided.

Speaker speaker_2: Okay.

Speaker speaker_1: But I'll send you all that information. Um, do you, do you want me to put you in a brief hold while, while I send that? Or do you just want me to-

Speaker speaker_2: You can s-

Speaker speaker_1: ... go ahead and send it?

Speaker speaker_2: You can just go ahead and send it.

Speaker speaker_1: Okay. All right. Give me one second. Let me...

Speaker speaker_3: Huh? What's all the noise?

Speaker speaker_4: I don't know. I think it might be a prank call.

Speaker speaker_3: Prank call? Well, let me check this out.

Speaker speaker_5: Oh. It's just you.

Speaker speaker_3: Come on! I need to tell my brother about this right now.

Speaker speaker_5: All right, man. Let's go. .

Speaker speaker_6: .

Speaker speaker_4: Oh, yes. Oh! Mine! Yes! Come on!.

Speaker speaker_5: You got 'em all?

Speaker speaker_6: Yeah, I got most of them. All right. I'm going to go get my brotha here.

Speaker speaker_4: Go ahead an-... Come back when you're done.