

Transcript: Estefania

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Full Transcript

Thank you for contacting Benefits in a Card. My name is Stephanie. How can I assist you? Hey, Stephanie. Um, I was just wondering... I just wanted to double-check, like, which tier I was, uh, for medical, I was en- enrolled in currently. Okay. Um, what staffing agency are you with? I'm with Creative Circle. Okay. And then, what are the last four of your social? Um, 8961. Uh... I need your first and last name. Uh, first name is Talon. Last name is Bray, B-R-A-Y. Okay. I'm sorry, you said 8961? Yeah. Okay. Give me one second. No worries. Okay, thank you. Um, for security purposes, I do need you to verify your address and your date of birth. Okay. Um, date of birth is October 16th, 1991. And then, the address is 947 Discovery Circle, um, Unit 305 in Issaquah, Washington, and the ZIP is 98029. And then, I have a phone number for 425-394-3530. Yep. Perfect. Okay. And then, I have your first name period last name at hotmail.com. Is that up to date? Yep. Perfect. Okay. And it looks like you have the EnsurePlus Premier, which is the medical plan that would cover doctor visits of sick, hospital visits of injured, urgent care, emergency room, and even some surgeries. Um, and it's actually out of the EnsurePlus and EnsurePlus Enhanced. It's the one that pays m-... the most out-of-pocket, um, in four areas. Everything after that stays the exact same, but you do have, like, the best one, in other words. And then, you have dental for employee, term life for employee, and vision for employee. Okay, perfect. Thank you. I was just wondering which one I, which one I had. Um, and I also did have a question. Mm-hmm. I never actually received a medical, like, card. I got one for dental. Dental and vision? What about vision? Um, I... Well, I got one for that one too. I, I just didn't get, like- Okay. ... the actual medical one. Does that one get you get a card or not? No. So, that one, you actually have to call in and request it once you become active if you do want a physical card. Um, so if you do, I can go ahead and put a card request for them to send it out to you 'cause they normally... The medical insure cards, they never send them out for some reason, so we would have to, like, put in a card request. So, if you want a physical one, I can go ahead and request it for you. Um, yeah, sure. Why not? Okay. And then, is it going to that address that you just provided? Yeah. Yeah, that address. Okay. And it should take 7 to 10 business days for you to receive it, not including, um, weekends, okay? Okay, perfect. That's awesome. All right. Did you have any other questions? Um, nope, that's it. Thank you so much. You're welcome. Have a nice day. You too. Bye.

Conversation Format

Speaker speaker_0: Thank you for contacting Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hey, Stephanie. Um, I was just wondering... I just wanted to double-check, like, which tier I was, uh, for medical, I was en- enrolled in currently.

Speaker speaker_0: Okay. Um, what staffing agency are you with?

Speaker speaker_1: I'm with Creative Circle.

Speaker speaker_0: Okay. And then, what are the last four of your social?

Speaker speaker_1: Um, 8961. Uh...

Speaker speaker_0: I need your first and last name.

Speaker speaker_1: Uh, first name is Talon. Last name is Bray, B-R-A-Y.

Speaker speaker_0: Okay. I'm sorry, you said 8961?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Give me one second.

Speaker speaker_1: No worries.

Speaker speaker_0: Okay, thank you. Um, for security purposes, I do need you to verify your address and your date of birth.

Speaker speaker_1: Okay. Um, date of birth is October 16th, 1991. And then, the address is 947 Discovery Circle, um, Unit 305 in Issaquah, Washington, and the ZIP is 98029.

Speaker speaker_0: And then, I have a phone number for 425-394-3530.

Speaker speaker_1: Yep. Perfect.

Speaker speaker_0: Okay. And then, I have your first name period last name at hotmail.com. Is that up to date?

Speaker speaker_1: Yep. Perfect.

Speaker speaker_0: Okay. And it looks like you have the EnsurePlus Premier, which is the medical plan that would cover doctor visits of sick, hospital visits of injured, urgent care, emergency room, and even some surgeries. Um, and it's actually out of the EnsurePlus and EnsurePlus Enhanced. It's the one that pays m-... the most out-of-pocket, um, in four areas. Everything after that stays the exact same, but you do have, like, the best one, in other words. And then, you have dental for employee, term life for employee, and vision for employee.

Speaker speaker_1: Okay, perfect. Thank you. I was just wondering which one I, which one I had. Um, and I also did have a question.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I never actually received a medical, like, card. I got one for dental.

Speaker speaker_0: Dental and vision? What about vision?

Speaker speaker_1: Um, I... Well, I got one for that one too. I, I just didn't get, like-

Speaker speaker_0: Okay.

Speaker speaker_1: ... the actual medical one. Does that one get you get a card or not?

Speaker speaker_0: No. So, that one, you actually have to call in and request it once you become active if you do want a physical card. Um, so if you do, I can go ahead and put a card request for them to send it out to you 'cause they normally... The medical insure cards, they never send them out for some reason, so we would have to, like, put in a card request. So, if you want a physical one, I can go ahead and request it for you.

Speaker speaker_1: Um, yeah, sure. Why not?

Speaker speaker_0: Okay. And then, is it going to that address that you just provided?

Speaker speaker_1: Yeah. Yeah, that address.

Speaker speaker_0: Okay. And it should take 7 to 10 business days for you to receive it, not including, um, weekends, okay?

Speaker speaker_1: Okay, perfect. That's awesome.

Speaker speaker_0: All right. Did you have any other questions?

Speaker speaker_1: Um, nope, that's it. Thank you so much.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: You too. Bye.