

Transcript: Estefania

Acevedo-6472177130717184-4571825900929024

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. Hello. I'm calling from Benefits in a Card on behalf of Creative Circle. I'm looking to see, uh, Mr. Tyler? Uh, this is him. Um, we spoke in the morning regarding your virtual healthcare. Yeah. Um, I was just calling to let you know that I reached out to the main office, and it looks like they reached out to the carrier to inform them what was happening, um, and to request another activation email to be sent- Okay. ... to your spouse. Um, so it looks like they've responded, and I just wanted to let you know that she should be receiving the activation email any minute. Okay. Mm-hmm. Cool. So I just wanted to let you... Just so that she can keep a lookout to her email. It should come from Lyric, if I'm not mistaken. Okay. But they definitely sent that out to her already. If you still have any problems- Okay, cool. ... you're welcome to contact us. We're open from 8:00 AM up until 8:00 PM, but that should help. Okay. Thank you. Cool. I do have one more question I don't know if you'd be able to help me with. Mm-hmm. Yeah. Um, it's a- online- on the dashboard, it says my- our ID cards are not available yet to be emailed. Uh, let me check real quick. Do you know how long that takes? Um, I can check real quick to see if they're available, and if so, I'll just go ahead and email them to you. Okay, cool. Okay. Um, do you mind holding while I check? Yeah, no worries. Okay, I'll be right back. And then, is that a good email to send it to? Um, yours or hers? Uh, mine is fine. Yeah. Okay, thank you. I just want to make sure that I spelled your last name right. Is it F L O R E S? Yes. Okay, thank you. Just making sure. Sure. Okay. I went ahead and emailed those cards to you, so they were available. You'll probably be receiving them, um, later this week, if I'm honest. Okay, cool. Either this Thursday or Friday, but I definitely sent that out to you. Do you mind confirming that you did receive it? Oh, yeah. Let me look here. Okay, yeah, I got it. And do I need one with- So- Does my- for my wife, or...? Mm-hmm. No, I was about to actually let you know about that. Oh, okay. Since she's under your policy, you just need those cards 'cause she's under the policy as well, as a dependent. Okay. Very cool. Mm-hmm. And then I was gonna let you know that for your Insure Plus Enhance, um, that card normally doesn't get mailed out to the members. So, if you do want a physical medical card, I do have to put a request for it. Did you want to go ahead and request one, or did you just want the digital one? Um, I wouldn't mind a physical one. Okay. Okay, I'll go ahead and put a request for that, but you should definitely getting- should be getting your dental and vision first, and then the medical- Okay. ... since I'm just now requesting it. Okay? Cool. All right, thank you so much. All right. You welcome. Have a nice day. All right, you too. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hey, good afternoon.

Speaker speaker_2: Hello.

Speaker speaker_1: I'm calling from Benefits in a Card on behalf of Creative Circle. I'm looking to see, uh, Mr. Tyler?

Speaker speaker_2: Uh, this is him.

Speaker speaker_1: Um, we spoke in the morning regarding your virtual healthcare.

Speaker speaker_2: Yeah.

Speaker speaker_1: Um, I was just calling to let you know that I reached out to the main office, and it looks like they reached out to the carrier to inform them what was happening, um, and to request another activation email to be sent-

Speaker speaker_2: Okay.

Speaker speaker_1: ... to your spouse. Um, so it looks like they've responded, and I just wanted to let you know that she should be receiving the activation email any minute.

Speaker speaker_2: Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Cool.

Speaker speaker_1: So I just wanted to let you... Just so that she can keep a lookout to her email. It should come from Lyric, if I'm not mistaken.

Speaker speaker_2: Okay.

Speaker speaker_1: But they definitely sent that out to her already. If you still have any problems-

Speaker speaker_2: Okay, cool.

Speaker speaker_1: ... you're welcome to contact us. We're open from 8:00 AM up until 8:00 PM, but that should help. Okay. Thank you.

Speaker speaker_2: Cool. I do have one more question I don't know if you'd be able to help me with.

Speaker speaker_1: Mm-hmm. Yeah.

Speaker speaker_2: Um, it's a- online- on the dashboard, it says my- our ID cards are not available yet to be emailed.

Speaker speaker_1: Uh, let me check real quick.

Speaker speaker_2: Do you know how long that takes?

Speaker speaker_1: Um, I can check real quick to see if they're available, and if so, I'll just go ahead and email them to you.

Speaker speaker_2: Okay, cool.

Speaker speaker_1: Okay. Um, do you mind holding while I check?

Speaker speaker_2: Yeah, no worries.

Speaker speaker_1: Okay, I'll be right back. And then, is that a good email to send it to? Um, yours or hers?

Speaker speaker_2: Uh, mine is fine. Yeah.

Speaker speaker_1: Okay, thank you. I just want to make sure that I spelled your last name right. Is it F L O R E S?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, thank you. Just making sure.

Speaker speaker_2: Sure.

Speaker speaker_1: Okay. I went ahead and emailed those cards to you, so they were available. You'll probably be receiving them, um, later this week, if I'm honest.

Speaker speaker_2: Okay, cool.

Speaker speaker_1: Either this Thursday or Friday, but I definitely sent that out to you. Do you mind confirming that you did receive it?

Speaker speaker_2: Oh, yeah. Let me look here. Okay, yeah, I got it. And do I need one with-

Speaker speaker_1: So-

Speaker speaker_2: Does my- for my wife, or...?

Speaker speaker_1: Mm-hmm. No, I was about to actually let you know about that.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Since she's under your policy, you just need those cards 'cause she's under the policy as well, as a dependent.

Speaker speaker_2: Okay. Very cool.

Speaker speaker_1: Mm-hmm. And then I was gonna let you know that for your Insure Plus Enhance, um, that card normally doesn't get mailed out to the members. So, if you do want a physical medical card, I do have to put a request for it. Did you want to go ahead and request one, or did you just want the digital one?

Speaker speaker_2: Um, I wouldn't mind a physical one.

Speaker speaker_1: Okay. Okay, I'll go ahead and put a request for that, but you should definitely getting- should be getting your dental and vision first, and then the medical-

Speaker speaker_2: Okay.

Speaker speaker_1: ... since I'm just now requesting it. Okay?

Speaker speaker_2: Cool. All right, thank you so much.

Speaker speaker_1: All right. You welcome. Have a nice day.

Speaker speaker_2: All right, you too. Bye.