

## **Transcript: Francesca**

**Baez-4765571612983296-6083011760406528**

### **Full Transcript**

Thank you for calling Benefits 10 o' 5. My name is Francesca. How can I assist you today? Uh, yes, my name is Bernard Barnes. I'm calling about, um, I think I just got the basic, um, insurance with you guys through ISS. And, um, they sent me... I got the vision card in the mail. I ain't got my medical and dental card, but I'm calling because I gave my daughter the, uh, vision coverage card and she went to the, um, eye doctor and they say the card don't even work, and that I needed to call y'all back. Okay. What are the last four of your Social? 7965. Please verify your mailing address and date of birth to make sure I have the right account in front of me. You want to know my date of birth? No, sir, I need to go through a verificat-... You want- Yes, sir. I can hear you. I need to go through a verification process to make sure that I have open your account. In order to do that, you need to verify your address and date of birth, please. Okay. That's what I asked. It's 1304 North Sycamore, Centralia, Illinois. My birthday is 10/26/79. Do you have past contact, 618-335-7227? Yeah. We have your email down as first and last name, 76@gmail.com. Yeah, bernard.barnes79@gmail.com. Yeah. I'm not sure why the provider provided you that incorrect information. Your vision benefits have been active since January 13th with no break in them. Hm. 'Cause, um, they sent me two cards and, um, my daughter went up there and they said they didn't work. So I, I called up there and see... I guess I'll call the clinic and see what's going on. 'Cause you said it's been active since January, so... All right, I just want to make sure it's active. Let me, uh, call them and see what's going on. Okay. Um, you also want to make sure- And if they- ... that... Go ahead? No. No, what you were supposed to say? I was just gonna say you also want to make sure that they are calling the correct number to verify your coverage. It will be the one ending in 18- What? Which one? The phone number ending in 1883. Yeah. Yeah. Okay. I'll, I'll make sure of that too. I will- All right. ... call to make sure. All right. Thank you. Of course. If they run into any other issues verifying your coverage, they can always give us a call as well. Okay. Yeah. I will let them know they can call y'all. Thank you. Of course. Was there anything else we can...

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits 10 o' 5. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Uh, yes, my name is Bernard Barnes. I'm calling about, um, I think I just got the basic, um, insurance with you guys through ISS. And, um, they sent me... I got the vision card in the mail. I ain't got my medical and dental card, but I'm calling because I gave my daughter the, uh, vision coverage card and she went to the, um, eye doctor and they say

the card don't even work, and that I needed to call y'all back.

Speaker speaker\_0: Okay. What are the last four of your Social?

Speaker speaker\_1: 7965.

Speaker speaker\_0: Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker\_1: You want to know my date of birth?

Speaker speaker\_0: No, sir, I need to go through a verificat...

Speaker speaker\_1: You want-

Speaker speaker\_0: Yes, sir. I can hear you. I need to go through a verification process to make sure that I have open your account. In order to do that, you need to verify your address and date of birth, please.

Speaker speaker\_1: Okay. That's what I asked. It's 1304 North Sycamore, Centralia, Illinois. My birthday is 10/26/79.

Speaker speaker\_0: Do you have past contact, 618-335-7227?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: We have your email down as first and last name, 76@gmail.com.

Speaker speaker\_1: Yeah, bernard.barnes79@gmail.com. Yeah.

Speaker speaker\_0: I'm not sure why the provider provided you that incorrect information. Your vision benefits have been active since January 13th with no break in them.

Speaker speaker\_1: Hm. 'Cause, um, they sent me two cards and, um, my daughter went up there and they said they didn't work. So I, I called up there and see... I guess I'll call the clinic and see what's going on. 'Cause you said it's been active since January, so... All right, I just want to make sure it's active. Let me, uh, call them and see what's going on.

Speaker speaker\_0: Okay. Um, you also want to make sure-

Speaker speaker\_1: And if they-

Speaker speaker\_0: ... that... Go ahead?

Speaker speaker\_1: No. No, what you were supposed to say?

Speaker speaker\_0: I was just gonna say you also want to make sure that they are calling the correct number to verify your coverage. It will be the one ending in 18-

Speaker speaker\_1: What? Which one?

Speaker speaker\_0: The phone number ending in 1883.

Speaker speaker\_1: Yeah. Yeah. Okay. I'll, I'll make sure of that too. I will-

Speaker speaker\_0: All right.

Speaker speaker\_1: ... call to make sure. All right. Thank you.

Speaker speaker\_0: Of course. If they run into any other issues verifying your coverage, they can always give us a call as well.

Speaker speaker\_1: Okay. Yeah. I will let them know they can call y'all. Thank you.

Speaker speaker\_0: Of course. Was there anything else we can...