

Transcript: Francesca

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Full Transcript

Thank you for calling Benefit General Card. My name is Francesca. How can I assist you today? Um, yes, my name is William McNeil. Um, and I work with, uh, TRC Staffing. And, uh, I was trying to, um, check on my own... get, make sure my business is straight 'cause I got a dentist appointment this, this morning. Okay, let's take a look and see if it's active. What are the last four of your Social? 1402. Please verify your mailing address and date of birth. Uh, 171 Sean Delaine, Madison, North Carolina, 27025. Um, and October 13th, 1980. We have that contact, 910-703-3607, same as the one that you called on today. Yes, ma'am. And then I have your email down as loweriver1980@yahoo.com. Yes, ma'am. Yes, sir. You are all good to go. You have been active ever since March 24th, as well as this week, with no lapse in coverage. Um, okay, so what's my information 'cause I need to be able to give the dentist the information, I guess. Have you not received your benefit cards in the mail? Um, I've loo- I've been looking for it, but I don't... I can't locate it. Okay. So you lost the cards? Uh, I guess, I guess. Okay, so let me rephrase it, Mr. Williams. What I'm asking is whether or not they did get to you at some point and you just lost them? This way, I can offer to ask for new ones. This is the reason why I'm asking. Well, I sh- I mean, I can't... I think they came. What, what was the name of the peoples? I was, um... What's the name of the benefit? Your dental, your dental is with American Public Life, APL. Yeah. And your med- medical is with 90 Degree. 90 Degree. Mm-hmm. Hmm. So I can provide you digital copies for today. All right. The only reason why I was asking- Mm-hmm. ... whether or not you received them, once again, is to know whether or not you need new ones to be ordered for you. I think I need new ones to be ordered. Let me see if you're eligible for them. Mm-hmm. Okay. So you are over that 30 days since you became active, so I'll be able to request new ones. Okay. I'm gonna place you in a quick call where I locate the digital copies, okay? Okay. Bear with me one second. All right. Send me a digital copy of this 'cause this is gonna be new since I can't figure out what happened to 'em. There's two different ones. One's a medical, one's a dentist. Two different names and ID numbers. But I ain't... Yeah, you know, I don't understand. I really, I ain't even know. Where's it going? Probably can't see it, but somebody musta added that in there. I looked through everything. Somebody probably added that in there. It's losing my weight. I'm starting to think something else there is 'cause I cannot find it. Any place I would've put it, it's not there. Thank you so much for holding, Mr. Williams. Mm-hmm. All right, so I've sent you three PDF files in total, which will be your benefit cards to the email that we have on file. Okay. They'll be coming from the email which will be info@benefitgeneralcard.com. Okay. All right. And now we'll... Uh-huh. ... go ahead and put in the request for those specific cards to be mailed to you once again. In regards to the vision one, I do want to say your medical preventative and vision is both on one card. Okay. All right. All right. So you should be all set. Remember to use your network for your medical plan so that all services can be provided for

the medical preventative. Okay. All right. All right. I hope you have a wonderful rest of your day, and thank you for your time today. All right. Bye. I've gotta forward this to the-

Conversation Format

Speaker speaker_0: Thank you for calling Benefit General Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Um, yes, my name is William McNeil. Um, and I work with, uh, TRC Staffing. And, uh, I was trying to, um, check on my own... get, make sure my business is straight 'cause I got a dentist appointment this, this morning.

Speaker speaker_0: Okay, let's take a look and see if it's active. What are the last four of your Social?

Speaker speaker_1: 1402.

Speaker speaker_0: Please verify your mailing address and date of birth.

Speaker speaker_1: Uh, 171 Sean Delaine, Madison, North Carolina, 27025. Um, and October 13th, 1980.

Speaker speaker_0: We have that contact, 910-703-3607, same as the one that you called on today.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then I have your email down as loweriver1980@yahoo.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Yes, sir. You are all good to go. You have been active ever since March 24th, as well as this week, with no lapse in coverage.

Speaker speaker_1: Um, okay, so what's my information 'cause I need to be able to give the dentist the information, I guess.

Speaker speaker_0: Have you not received your benefit cards in the mail?

Speaker speaker_1: Um, I've loo- I've been looking for it, but I don't... I can't locate it.

Speaker speaker_0: Okay. So you lost the cards?

Speaker speaker_1: Uh, I guess, I guess.

Speaker speaker_0: Okay, so let me rephrase it, Mr. Williams. What I'm asking is whether or not they did get to you at some point and you just lost them? This way, I can offer to ask for new ones. This is the reason why I'm asking.

Speaker speaker_1: Well, I sh- I mean, I can't... I think they came. What, what was the name of the peoples? I was, um... What's the name of the benefit?

Speaker speaker_0: Your dental, your dental is with American Public Life, APL.

Speaker speaker_1: Yeah.

Speaker speaker_0: And your med- medical is with 90 Degree.

Speaker speaker_1: 90 Degree. Mm-hmm.

Speaker speaker_0: Hmm. So I can provide you digital copies for today.

Speaker speaker_1: All right.

Speaker speaker_0: The only reason why I was asking-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... whether or not you received them, once again, is to know whether or not you need new ones to be ordered for you.

Speaker speaker_1: I think I need new ones to be ordered.

Speaker speaker_0: Let me see if you're eligible for them. Mm-hmm. Okay. So you are over that 30 days since you became active, so I'll be able to request new ones.

Speaker speaker_1: Okay.

Speaker speaker_0: I'm gonna place you in a quick call where I locate the digital copies, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Bear with me one second.

Speaker speaker_1: All right. Send me a digital copy of this 'cause this is gonna be new since I can't figure out what happened to 'em. There's two different ones. One's a medical, one's a dentist. Two different names and ID numbers. But I ain't... Yeah, you know, I don't understand. I really, I ain't even know. Where's it going? Probably can't see it, but somebody musta added that in there. I looked through everything. Somebody probably added that in there. It's losing my weight. I'm starting to think something else there is 'cause I cannot find it. Any place I would've put it, it's not there.

Speaker speaker_0: Thank you so much for holding, Mr. Williams.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: All right, so I've sent you three PDF files in total, which will be your benefit cards to the email that we have on file.

Speaker speaker_1: Okay.

Speaker speaker_0: They'll be coming from the email which will be info@benefitgeneralcard.com.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. And now we'll...

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... go ahead and put in the request for those specific cards to be mailed to you once again. In regards to the vision one, I do want to say your medical preventative and vision is both on one card.

Speaker speaker_1: Okay. All right.

Speaker speaker_0: All right. So you should be all set. Remember to use your network for your medical plan so that all services can be provided for the medical preventative.

Speaker speaker_1: Okay. All right.

Speaker speaker_0: All right. I hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_1: All right. Bye.

Speaker speaker_2: I've gotta forward this to the-