

Transcript: Francesca

Baez-4845163560878080-5841450011770880

Full Transcript

Thank you for calling Benefits in a Car, my name is Francesca. How can I assist you today? Hey, Francesca. My name's Cody. I'm calling 'cause, uh, I got a plan through y'all, but I still haven't got my insurance cards and I was wondering if you could, uh, email me a digital copy of 'em? Sure thing. What staffing company do you work with? Uh, EquiForce. And what are the last four of the Social? 1141. To make sure I'm in the right account, can you verify your money address for me and your date of birth? 1400 Rock Rose Road, 5/13/96. I have the best phone number to reach you, same as when your call done 423-383-4711. Yeah, that's it. And then the last thing, I have your email down as eliascote0@gmail.com? Mm-hmm. All right. Let me place you on a quick hold to download the benefit cards. The reason why you have not gotten them yet is 'cause your policy became effective last Monday, the 3rd. So your carrier sent out those benefit cards on the 7th, Friday. Um, I do have to say for the medical plan, there won't be a physical card being sent 'cause your carrier, American Public Life, they only do a digital copy for some reason with the medical card. Did you need me to put in a request for a physical one? Yeah. Yes, please. Understood. So let me get you on hold while I download those cards and get you that mail order put in. Okay? Okay. Thank you. My pleasure. Please hold. Thank you so much for holding. So I went ahead and sent you that email with three PDF files, which will be those three benefit cards. And I also did go ahead- Okay. ... and put in your request for the mail copy of the vi- medical card. So after today for the medical card, it should take roughly three to four weeks max to get to you. Okay. I had, I had another question 'cause I, I logged in to the- Mm-hmm. ... the Benefits in a Car thing and it's only got my wife and my son on there as, uh, it's got her as the main person and it's got him, but it don't have me on it. So I believe you're looking at the dependent list that you placed in there. It wouldn't have you as a dependent 'cause you're the owner of the policy. Okay. So it's gonna- And it's not about- ... and it's not gonna show you separately. Okay. Cool. Thank you. Of course. Was there anything else we can assist you with today? No, that's good. Thank you. Of course. It was my pleasure. Hope you have a wonderful rest of your day and thank you for your time today. You too. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car, my name is Francesca. How can I assist you today?

Speaker speaker_1: Hey, Francesca. My name's Cody. I'm calling 'cause, uh, I got a plan through y'all, but I still haven't got my insurance cards and I was wondering if you could, uh,

email me a digital copy of 'em?

Speaker speaker_0: Sure thing. What staffing company do you work with?

Speaker speaker_1: Uh, EquiForce.

Speaker speaker_0: And what are the last four of the Social?

Speaker speaker_1: 1141.

Speaker speaker_0: To make sure I'm in the right account, can you verify your money address for me and your date of birth?

Speaker speaker_1: 1400 Rock Rose Road, 5/13/96.

Speaker speaker_0: I have the best phone number to reach you, same as when your call done 423-383-4711.

Speaker speaker_1: Yeah, that's it.

Speaker speaker_0: And then the last thing, I have your email down as eliascote0@gmail.com?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: All right. Let me place you on a quick hold to download the benefit cards. The reason why you have not gotten them yet is 'cause your policy became effective last Monday, the 3rd. So your carrier sent out those benefit cards on the 7th, Friday. Um, I do have to say for the medical plan, there won't be a physical card being sent 'cause your carrier, American Public Life, they only do a digital copy for some reason with the medical card. Did you need me to put in a request for a physical one? Yeah.

Speaker speaker_1: Yes, please.

Speaker speaker_0: Understood. So let me get you on hold while I download those cards and get you that mail order put in. Okay?

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: My pleasure. Please hold. Thank you so much for holding. So I went ahead and sent you that email with three PDF files, which will be those three benefit cards. And I also did go ahead-

Speaker speaker_1: Okay.

Speaker speaker_0: ... and put in your request for the mail copy of the vi- medical card. So after today for the medical card, it should take roughly three to four weeks max to get to you.

Speaker speaker_1: Okay. I had, I had another question 'cause I, I logged in to the-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... the Benefits in a Car thing and it's only got my wife and my son on there as, uh, it's got her as the main person and it's got him, but it don't have me on it.

Speaker speaker_0: So I believe you're looking at the dependent list that you placed in there. It wouldn't have you as a dependent 'cause you're the owner of the policy.

Speaker speaker_1: Okay.

Speaker speaker_0: So it's gonna-

Speaker speaker_1: And it's not about-

Speaker speaker_0: ... and it's not gonna show you separately.

Speaker speaker_1: Okay. Cool. Thank you.

Speaker speaker_0: Of course. Was there anything else we can assist you with today?

Speaker speaker_1: No, that's good. Thank you.

Speaker speaker_0: Of course. It was my pleasure. Hope you have a wonderful rest of your day and thank you for your time today.

Speaker speaker_1: You too.

Speaker speaker_0: All right. Bye-bye.