

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in Your Car. My name is Francesca. How can I assist you today? Hi. I was calling about my, uh, my health card. I don't know if I misplaced it or you guys didn't send it to me. What staffing company do you work with? Uh, WinCor. No, ma'am, staffing company. Oh, it's Surge. What are the last four of your Social? 2120. And your last name? Brown. Please verify your moving address and date of birth to make sure I have the right account. It's 328 or PO Box 65, 328 Raintree Pass, McFarland, West Virginia 26148 and Social is 23608 2120. We have the best phone number to reach you down as 574-320-1015. Yes. It shows here that the coverage became effective on July 15th, 2024. The benefit card would have been sent out to the 328 Raintree Pass address. I can place you on hold and download a digital version of your benefit card to send it to your email. Okay. All right, bear with me one moment. I'll be right back. Okay. Oh. Thank you so much for holding me, Brown. I went ahead and sent you three PDF files which will be your benefit cards. Okay, that is for health, right? There is three in total. That should be your dental, your vision, and your medical, ma'am. Okay. All right. Okay, and thank you very much. Of course. Was there anything else aside from those benefit cards I can assist you with? No, that was it. Hope you have a wonderful rest of your good day and thank you for calling Benefits In Your Car today. Okay, thank you. You, too. Bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in Your Car. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hi. I was calling about my, uh, my health card. I don't know if I misplaced it or you guys didn't send it to me.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Uh, WinCor.

Speaker speaker_1: No, ma'am, staffing company.

Speaker speaker_2: Oh, it's Surge.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_2: 2120.

Speaker speaker_1: And your last name?

Speaker speaker_2: Brown.

Speaker speaker_1: Please verify your moving address and date of birth to make sure I have the right account.

Speaker speaker_2: It's 328 or PO Box 65, 328 Raintree Pass, McFarland, West Virginia 26148 and Social is 23608 2120.

Speaker speaker_1: We have the best phone number to reach you down as 574-320-1015.

Speaker speaker_2: Yes.

Speaker speaker_1: It shows here that the coverage became effective on July 15th, 2024. The benefit card would have been sent out to the 328 Raintree Pass address. I can place you on hold and download a digital version of your benefit card to send it to your email.

Speaker speaker_2: Okay.

Speaker speaker_1: All right, bear with me one moment. I'll be right back.

Speaker speaker_2: Okay.

Speaker speaker_1: Oh. Thank you so much for holding me, Brown. I went ahead and sent you three PDF files which will be your benefit cards.

Speaker speaker_2: Okay, that is for health, right?

Speaker speaker_1: There is three in total. That should be your dental, your vision, and your medical, ma'am.

Speaker speaker_2: Okay. All right. Okay, and thank you very much.

Speaker speaker_1: Of course. Was there anything else aside from those benefit cards I can assist you with?

Speaker speaker_2: No, that was it.

Speaker speaker_1: Hope you have a wonderful rest of your good day and thank you for calling Benefits In Your Car today.

Speaker speaker_2: Okay, thank you. You, too. Bye.

Speaker speaker_1: Bye-bye.