

## **Transcript: Francesca**

**Baez-4987092267089920-4504147379011584**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Uh, yes, ma'am. Um, my name is Johnny Marshall and I, I work for Innovative Solutions and I've been paying for insurance, but I haven't gotten a card or a benefits pack or anything. Okay. Let's see what your policy is. What are the last four of the social? It's, uh, 6061. And Marshall's- Is this- ... spelled M-A-R-S-H-E-L. Please verify your mailing address and date of birth. Uh, it's Number 61 Valley View Trailer Court, Taylorville, Illinois and, uh, my birthday is 9/4/68. We have the best phone number to reach you down as 217-561-1683 with the email of jom68633@gmail.com. Yes, ma'am. All right. The reason why you did not receive anything in the mail, sir, is because the specific plan that you requested to be enrolled into does not do a physical card. That carrier, American Public Life only does a digital copy sent to the email. Um, honestly speaking, a lot of times that specific email with the benefit card can get lost either in your spam or junk mail. If you could bear with me- Okay. ... one moment, I can go ahead and get you a digital copy to send to your email. Okay. Okay. And while I'm at it, did you need me to request a physical copy to be sent to the email on file? Uh, yes, please. All right. I'll be right back. Please bear with me one moment while I place you on hold. They're dazzling role for the ... Thank you for holding. I went ahead and sent you a PDF file which will be that benefit card to the email on filed. Should be receiving it from our office email, which is info@benefitsinacard.com. Okay. Yeah. It just, uh, popped up here. Um, how does this work? I just take the number to my doctor? Yes, sir. Okay. All righty. Thank you, ma'am. Of course. My pleasure. Have a great day and thank you for your time today. Okay. Bye. Bye-bye. They said I don't get a phys- a physical card.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Uh, yes, ma'am. Um, my name is Johnny Marshall and I, I work for Innovative Solutions and I've been paying for insurance, but I haven't gotten a card or a benefits pack or anything.

Speaker speaker\_0: Okay. Let's see what your policy is. What are the last four of the social?

Speaker speaker\_1: It's, uh, 6061. And Marshall's-

Speaker speaker\_0: Is this-

Speaker speaker\_1: ... spelled M-A-R-S-H-E-L.

Speaker speaker\_0: Please verify your mailing address and date of birth.

Speaker speaker\_1: Uh, it's Number 61 Valley View Trailer Court, Taylorville, Illinois and, uh, my birthday is 9/4/'68.

Speaker speaker\_0: We have the best phone number to reach you down as 217-561-1683 with the email of jom68633@gmail.com.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All right. The reason why you did not receive anything in the mail, sir, is because the specific plan that you requested to be enrolled into does not do a physical card. That carrier, American Public Life only does a digital copy sent to the email. Um, honestly speaking, a lot of times that specific email with the benefit card can get lost either in your spam or junk mail. If you could bear with me-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... one moment, I can go ahead and get you a digital copy to send to your email.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. And while I'm at it, did you need me to request a physical copy to be sent to the email on file?

Speaker speaker\_1: Uh, yes, please.

Speaker speaker\_0: All right. I'll be right back. Please bear with me one moment while I place you on hold.

Speaker speaker\_2: They're dazzling role for the ...

Speaker speaker\_0: Thank you for holding. I went ahead and sent you a PDF file which will be that benefit card to the email on file. Should be receiving it from our office email, which is info@benefitsinacard.com.

Speaker speaker\_1: Okay. Yeah. It just, uh, popped up here. Um, how does this work? I just take the number to my doctor?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Okay. All righty. Thank you, ma'am.

Speaker speaker\_0: Of course. My pleasure. Have a great day and thank you for your time today.

Speaker speaker\_1: Okay. Bye.

Speaker speaker\_0: Bye-bye.

Speaker speaker\_1: They said I don't get a phys- a physical card.