

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Hi, Francesca. I, I'm calling to see if my, uh, my insurance or my benefits have already started, um, today, if there's, uh, any way that you could find out? Sure thing. I can take a look into your account with ... What health and company do you work with? Creative Circle. What are the last... Hello? Yes, ma'am. Uh, what do you, uh, you didn't, uh, finish what you were asking me. What was the last part? What are the last four of your Social? 8105. And the last name, please. Malaban. M-A-L-A-B-A-N-A-N. All right. Please verify your mailing address and date of birth to make sure I have the right account in front of me. Yes. Uh, address is, um, 1702 Northwoods Drive, Marietta, Georgia 30066. Uh, my birthday is August 30th, 1983. We have, that's for number 619-252-4240? Uh, yes. And we have your email down as your last name period KC@gmail.com? Yes. So there's actually an issue showing that we're waiting on the activation payment still. Oh. Strange. Okay. Is it because, um, so w- where once you guys get the activation payment, when will my insurance start? Following Monday of you seeing the deduction will be when the policy becomes active. And then that first activation week, Friday they send out the benefit cards. Okay. 'Cause I know I signed up, I believe, oh, more than a week ago. So you guys still haven't received anything? That is correct, ma'am. Okay. So how much- It takes one to two weeks. Go ahead. Oh, it takes one to two weeks? Is that what you said? Yes, ma'am. It takes one to two weeks for them to start making the deductions. This will be the first week following the w- Monday that you enrolled. Okay. All right. Then, um, I guess I will check for next week then to see if there... Yeah. And, and you said that they're gonna mail out, uh, some kind of benefits information for me? Is that what happens? The Benefit Card, ma'am, they mail them out Friday of the activation week. Okay. All right. Thank you so much. Sure thing. Was there anything else we can assist you with today? Uh, no, that's it. Thank you for your help. My pleasure. Have a great day. You too.

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: Hi, Francesca. I, I'm calling to see if my, uh, my insurance or my benefits have already started, um, today, if there's, uh, any way that you could find out?

Speaker speaker_0: Sure thing. I can take a look into your account with ... What health and company do you work with?

Speaker speaker_1: Creative Circle.

Speaker speaker_0: What are the last...

Speaker speaker_1: Hello?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Uh, what do you, uh, you didn't, uh, finish what you were asking me. What was the last part?

Speaker speaker_0: What are the last four of your Social?

Speaker speaker_1: 8105.

Speaker speaker_0: And the last name, please.

Speaker speaker_1: Malabanan. M-A-L-A-B-A-N-A-N.

Speaker speaker_0: All right. Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker_1: Yes. Uh, address is, um, 1702 Northwoods Drive, Marietta, Georgia 30066. Uh, my birthday is August 30th, 1983.

Speaker speaker_0: We have, that's for number 619-252-4240?

Speaker speaker_1: Uh, yes.

Speaker speaker_0: And we have your email down as your last name period KC@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: So there's actually an issue showing that we're waiting on the activation payment still.

Speaker speaker_1: Oh. Strange. Okay. Is it because, um, so w- where once you guys get the activation payment, when will my insurance start?

Speaker speaker_0: Following Monday of you seeing the deduction will be when the policy becomes active. And then that first activation week, Friday they send out the benefit cards.

Speaker speaker_1: Okay. 'Cause I know I signed up, I believe, oh, more than a week ago. So you guys still haven't received anything?

Speaker speaker_0: That is correct, ma'am.

Speaker speaker_1: Okay. So how much-

Speaker speaker_0: It takes one to two weeks. Go ahead.

Speaker speaker_1: Oh, it takes one to two weeks? Is that what you said?

Speaker speaker_0: Yes, ma'am. It takes one to two weeks for them to start making the deductions. This will be the first week following the w- Monday that you enrolled.

Speaker speaker_1: Okay. All right. Then, um, I guess I will check for next week then to see if there...

Speaker speaker_0: Yeah.

Speaker speaker_1: And, and you said that they're gonna mail out, uh, some kind of benefits information for me? Is that what happens?

Speaker speaker_0: The Benefit Card, ma'am, they mail them out Friday of the activation week.

Speaker speaker_1: Okay. All right. Thank you so much.

Speaker speaker_0: Sure thing. Was there anything else we can assist you with today?

Speaker speaker_1: Uh, no, that's it. Thank you for your help.

Speaker speaker_0: My pleasure. Have a great day.

Speaker speaker_1: You too.