

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 a Card. My name is Francesca. How can I assist you today? Hi. Um, my name is Michelle Hatfield, and I work for Innovative Staff Solutions and, um, I've, I've been working, um, for them since the end of August, and I signed up for medical and dental benefits and vision also. I got my card for the vision benefits, but I didn't get any cards for, um, the medical or dental. I was wondering if you could send them to me. Can you tell me the last four of your social? The last four? Yes, ma'am. Um, 1778. For security purposes, could you please verify your mailing address and date of birth? Um, my mailing address is 403 South Johnson Street, New Athens, Illinois, 62264. My date of birth is February 26, 1966. We show your best phone number to reach down as 432-924-2906? Yes. And we show your email down as last name, first name, 66 at gmail.com? Yes. Okay. So your medical one wouldn't have come in the mail 'cause your carrier, American Public Life, they, uh, for some reason, only do a digital copy on the medical plans. Um, the dental one, however, I'm not sure why it did not get there, but I can go ahead and download the digital version of it and send it, a copy to your email. Did you need me to put in a request for them to send a hard copy to your home? Uh, yes, I would like a hard copy. And you said that the m- the medical should have been emailed to me? Yes, ma'am. So that carrier- Right. ... usually sends it via email. They don't do a hard copy of the medical one. Um, the dental one, I'm not sure, however, why it did not get to there. The only thing with them being digital and sent to your email is that depending on your email settings, it could have gone to junk or spam mail. Well, I don't know how I can find it. I mean, have you sent it? That's okay, ma'am. You don't have to find it since I am going to send you a digital copy of them now. Okay. So I was just letting you know what happened with the card. I'm not saying that I'm not going to send them to you. I'm downloading them as we speak. You don't have a need to look for them since you're already going to be receiving them today. Okay. Um, and then just double checking, you said no to, um, no or yes to the mail copy? Yes, I, I would like a mail, uh, a copy in the mail. Okay. So I'll place you in a quick hold while I download the benefit cards and put in that mail request, and I'll be right back, okay? Okay. All right. Thank you so much for holding for me. Mm-hmm. Thank you so much for holding. So I went ahead and sent you three PDF files to your email, which will be your benefit cards. Mm-hmm. It should be- Okay. ... from in, uh, Benefits in a Card. Okay. And then I'm sending out as we speak the mail order for the physical cards to get to your home. So it shouldn't take at most three, four weeks max from today for you to receive them. Okay, will I be getting a medical card and a dental card or just a dental card? It will be both. I'm requesting for the medical- Okay. ... and then the dental one 'cause you told me the only one you got was just the vision one, right? Yes. Uh-huh. Right. All right, so yes, I'm putting it in there for both. Okay. Okay, so I sent that out. Um, if you like, I can stay on the line while you verify that you did

receive the email with your benefit cards. Oh, okay. Um, let me check. Hold on. Okay. Take your time. Okay. Yes, I did get them. All right. So aside from those benefit cards, did you have any other questions regarding your benefits? Uh, no, that'll be all. All right. I do hope you have a wonderful rest of your day, and thank you for your time today. All right. Thank you. My pleasure. Goodbye. Mm-hmm. 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 a Card. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hi. Um, my name is Michelle Hatfield, and I work for Innovative Staff Solutions and, um, I've, I've been working, um, for them since the end of August, and I signed up for medical and dental benefits and vision also. I got my card for the vision benefits, but I didn't get any cards for, um, the medical or dental. I was wondering if you could send them to me.

Speaker speaker_1: Can you tell me the last four of your social?

Speaker speaker_2: The last four?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Um, 1778.

Speaker speaker_1: For security purposes, could you please verify your mailing address and date of birth?

Speaker speaker_2: Um, my mailing address is 403 South Johnson Street, New Athens, Illinois, 62264. My date of birth is February 26, 1966.

Speaker speaker_1: We show your best phone number to reach down as 432-924-2906?

Speaker speaker_2: Yes.

Speaker speaker_1: And we show your email down as last name, first name, 66 at gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So your medical one wouldn't have come in the mail 'cause your carrier, American Public Life, they, uh, for some reason, only do a digital copy on the medical plans. Um, the dental one, however, I'm not sure why it did not get there, but I can go ahead and download the digital version of it and send it, a copy to your email. Did you need me to put in a request for them to send a hard copy to your home?

Speaker speaker_2: Uh, yes, I would like a hard copy. And you said that the m- the medical should have been emailed to me?

Speaker speaker_1: Yes, ma'am. So that carrier-

Speaker speaker_2: Right.

Speaker speaker_1: ... usually sends it via email. They don't do a hard copy of the medical one. Um, the dental one, I'm not sure, however, why it did not get to there. The only thing with them being digital and sent to your email is that depending on your email settings, it could have gone to junk or spam mail.

Speaker speaker_2: Well, I don't know how I can find it. I mean, have you sent it?

Speaker speaker_1: That's okay, ma'am. You don't have to find it since I am going to send you a digital copy of them now.

Speaker speaker_2: Okay.

Speaker speaker_1: So I was just letting you know what happened with the card. I'm not saying that I'm not going to send them to you. I'm downloading them as we speak. You don't have a need to look for them since you're already going to be receiving them today.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, and then just double checking, you said no to, um, no or yes to the mail copy?

Speaker speaker_2: Yes, I, I would like a mail, uh, a copy in the mail.

Speaker speaker_1: Okay. So I'll place you in a quick hold while I download the benefit cards and put in that mail request, and I'll be right back, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Thank you so much for holding for me.

Speaker speaker_2: Mm-hmm.

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

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: It should be-

Speaker speaker_2: Okay.

Speaker speaker_1: ... from in, uh, Benefits in a Card.

Speaker speaker_2: Okay.

Speaker speaker_1: And then I'm sending out as we speak the mail order for the physical cards to get to your home. So it shouldn't take at most three, four weeks max from today for you to receive them.

Speaker speaker_2: Okay, will I be getting a medical card and a dental card or just a dental card?

Speaker speaker_1: It will be both. I'm requesting for the medical-

Speaker speaker_2: Okay.

Speaker speaker_1: ... and then the dental one 'cause you told me the only one you got was just the vision one, right?

Speaker speaker_2: Yes. Uh-huh. Right.

Speaker speaker_1: All right, so yes, I'm putting it in there for both.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay, so I sent that out. Um, if you like, I can stay on the line while you verify that you did receive the email with your benefit cards.

Speaker speaker_2: Oh, okay. Um, let me check. Hold on.

Speaker speaker_1: Okay. Take your time.

Speaker speaker_2: Okay. Yes, I did get them.

Speaker speaker_1: All right. So aside from those benefit cards, did you have any other questions regarding your benefits?

Speaker speaker_2: Uh, no, that'll be all.

Speaker speaker_1: All right. I do hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: My pleasure. Goodbye.

Speaker speaker_2: Mm-hmm. Bye-bye.