

Transcript: Franchesca

Baez-5209721804734464-6134174810161152

Full Transcript

Hello, this is Carmen. How can I assist you today? Hi, Carmen. This is Brianna. Um, I was actually just calling regarding, uh, my benefits card that I had with you guys, or my insurance that I have with you guys. Um, I wanted to know how I can go about, um, receiving a new card. Sure thing, ma'am. What staffing company do you work with? Uh, BG Staffing. And what are the last four of your Social? The last five? The last four, ma'am. Oh, uh, 3679. Sorry. Can you last name? Uh, Merrick. Please verify your mailing address and date of birth to make sure I have the right account in front of me. It's going to be, um, 5202 Perry Creek Drive, and then my date of birth is 10/21/03. Can you have this contact, 713-425-9595? Yes, ma'am. That's me. We have your email down as first and last name 102103@gmail.com? Mm-hmm. Yes, ma'am. And which benefit card are you requesting a replacement for? And what is the reason for the replacements request? Um, I, I believe it's lifetime or if, if I could receive my health and my, um, dental, sorry, my vision, that would be great. Um, I had the lifetime which was my vision one, but honestly I'm not too sure where it went. I lost it. And then for my health one, I never actually received one, so I was hoping that I can receive both of them. Sure thing. The health one you didn't receive one because our carrier only does a digital version unless you request a physical card. That would be the reason why you haven't gotten one yet. Okay. It, would, would I be able to request it with you guys or would I have to make, um, the initiative to call them? No, ma'am. I'm able to request it for you. I just have to place you in a brief hold while I download the benefit cards and put in the request. Okay. Thank you. Of course. Bear with me one moment. I'm placing that quick hold and I'll be right back. Okay. What you guys bring when you watch TV? Right there. The police. Which one? That's it. That's it. Oh. You know what I mean. Which one? Let me see, baby. All right, all right. How about that? Yeah. How's that? How's that? Oh, you want the size? You don't know how to get to the thing. Maybe I'll help you. 'Cause you're not even using it. So, uh... Mm, it's so cute. Let me see. Thank you so much for holding. benefit cards have been requested to be shipped them to your home. I'm going to be sending you digital copies of both of them, while you wait for the hard copies to arrive. I'm sorry. You're cu- you're cutting off just a little bit. I put in the request for both benefit cards replacements and I'm going to send you digital copies while you wait for the hard copies to arrive. Okay. That sounds good. Thank you. Of course. The longest they should take to arrive to your home should be three to four weeks max. Okay. Was there anything else we can assist you with today? Um, no. Actually that was it. Uh, well, it, that was all, right? I only have health and vision. For some reason I'm not, um, I don't remember if I put in dental. Are you able to see that? Yes, ma'am. You are correct. You only have vision and medical. You cannot request dental. Okay, that's okay. Thank you. No problem. Anything else we can assist you with today? No, ma'am. That's good. Thank you. You've been such a help. My pleasure. Have a great day and thank you for your time today. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Hello, this is Carmen. How can I assist you today?

Speaker speaker_1: Hi, Carmen. This is Brianna. Um, I was actually just calling regarding, uh, my benefits card that I had with you guys, or my insurance that I have with you guys. Um, I wanted to know how I can go about, um, receiving a new card.

Speaker speaker_0: Sure thing, ma'am. What staffing company do you work with?

Speaker speaker_1: Uh, BG Staffing.

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

Speaker speaker_1: The last five?

Speaker speaker_0: The last four, ma'am.

Speaker speaker_1: Oh, uh, 3679. Sorry.

Speaker speaker_0: Can you last name?

Speaker speaker_1: Uh, Merrick.

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

Speaker speaker_1: It's going to be, um, 5202 Perry Creek Drive, and then my date of birth is 10/21/03.

Speaker speaker_0: Can you have this contact, 713-425-9595?

Speaker speaker_1: Yes, ma'am. That's me.

Speaker speaker_0: We have your email down as first and last name 102103@gmail.com?

Speaker speaker_1: Mm-hmm. Yes, ma'am.

Speaker speaker_0: And which benefit card are you requesting a replacement for? And what is the reason for the replacements request?

Speaker speaker_1: Um, I, I believe it's lifetime or if, if I could receive my health and my, um, dental, sorry, my vision, that would be great. Um, I had the lifetime which was my vision one, but honestly I'm not too sure where it went. I lost it. And then for my health one, I never actually received one, so I was hoping that I can receive both of them.

Speaker speaker_0: Sure thing. The health one you didn't receive one because our carrier only does a digital version unless you request a physical card. That would be the reason why you haven't gotten one yet.

Speaker speaker_1: Okay. It, would, would I be able to request it with you guys or would I have to make, um, the initiative to call them?

Speaker speaker_0: No, ma'am. I'm able to request it for you. I just have to place you in a brief hold while I download the benefit cards and put in the request.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Of course. Bear with me one moment. I'm placing that quick hold and I'll be right back.

Speaker speaker_1: Okay. What you guys bring when you watch TV?

Speaker speaker_3: Right there. The police.

Speaker speaker_1: Which one?

Speaker speaker_4: That's it. That's it.

Speaker speaker_1: Oh. You know what I mean. Which one?

Speaker speaker_3: Let me see, baby.

Speaker speaker_1: All right, all right. How about that? Yeah. How's that? How's that? Oh, you want the size? You don't know how to get to the thing. Maybe I'll help you. 'Cause you're not even using it. So, uh... Mm, it's so cute. Let me see.

Speaker speaker_0: Thank you so much for holding. benefit cards have been requested to be shipped them to your home. I'm going to be sending you digital copies of both of them, while you wait for the hard copies to arrive.

Speaker speaker_1: I'm sorry. You're cu- you're cutting off just a little bit.

Speaker speaker_0: I put in the request for both benefit cards replacements and I'm going to send you digital copies while you wait for the hard copies to arrive.

Speaker speaker_1: Okay. That sounds good. Thank you.

Speaker speaker_0: Of course. The longest they should take to arrive to your home should be three to four weeks max.

Speaker speaker_1: Okay.

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

Speaker speaker_1: Um, no. Actually that was it. Uh, well, it, that was all, right? I only have health and vision. For some reason I'm not, um, I don't remember if I put in dental. Are you able to see that?

Speaker speaker_0: Yes, ma'am. You are correct. You only have vision and medical. You cannot request dental.

Speaker speaker_1: Okay, that's okay. Thank you.

Speaker speaker_0: No problem. Anything else we can assist you with today?

Speaker speaker_1: No, ma'am. That's good. Thank you. You've been such a help.

Speaker speaker_0: My pleasure. Have a great day and thank you for your time today.

Speaker speaker_1: You too. Bye-bye.