

Transcript: Francesca

Baez-5241939708002304-5108147651526656

Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hello. How you doing? Good, how are you? Okay, uh, the reason for my call is, uh, my name is Revencon Eloi, uh, I'm working for Lingo Staffing. So, uh, my, the reason for my call is because I, I already, I already on way with, uh, benefits of the card, uh, for the insurance. So, uh, last time I received a card with, uh, from Benefits in a Card, so she told me, she, she speak, uh, to me about, uh, the, the benefits. She asked me for my information, my last name, my name, and, and the name of, uh, my daughter. It's always, it's, uh, it's already on the, the, eh, the benefit. So, eh, when I receive a card, I see on that card, it's my, my, my, me and my spouse. I don't, I don't, I don't tell them it's me and my spouse. It's me and my daughter. My daughter, the name is Deboa Eloi. She got a check and she is old. So, I, I think it's a mistake. She don't put the... She put my, me and my, and my, my spouse. Okay, so you're calling to make sure that it is you and your daughter on the policy, not you and your spouse? Yeah. Okay. What are the last four of the Social? Oh, okay. Give me one second. Uh, four, two, two, one. Please verify your mailing address and date of birth. Say again? Please verify your mailing address and your date of birth. Oh, my mailing address? Yes, sir, and your date of birth. Okay. Um, I am not in my house now. I'm, I'm outside, so may- maybe when I come, when I go in my house, I am supposed to do that. Okay, so if you cannot verify the information on the account, I will need the full Social, 'cause I cannot provide any information on an account that is not verified. Oh, you want, you, you want my full Social Security? If you cannot verify your address and date of birth, yes, sir. Oh, okay. Let me give you my full Social Security. Okay, sure. It's 063-27-4221. My address is, uh, 752 Casey Drive East, Pittsburgh, zip code 15228. So, Mr. Eloi, I'm not sure if you remember, when you spoke with my coworker on April 15th, they inform you that when your staffing company sent over the policy, it did say employee plus spouse, but she has already changed that for you back in April 15th. The only thing is, the, the certain cards that you're seeing is from when the policy for yourself and spouse was activated, which was on the 14th of April. But following that, last Monday, 21st, the policy for yourself and your child got activated. So, more than likely, your new benefit cards for employee and child are just on route. I can send you digital copies if you like. But your current policy is, in fact, for employee and child only. Oh, okay. And now, when I receive when I go to receive the card, I, it's, it's, I receive the card for, for, for me and my daughter, right? Yes, sir. That one is the one that's on its way. You should be receiving it soon since it's gonna be a new card. Oh, okay, all right. Thank you. Sure thing. Was there anything else we can assist you with today? No, nothing. Understood. You should be seeing an email sent to you shortly with the new policy information of our employee and child, while you wait for the ones to come in the mail, okay? All right, thank you. Of course, hope you have a wonderful rest of your day, and thank you for your time today. All right, thank you. You, too. My pleasure.

Bye-bye. Bye-bye.

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: Hello. How you doing?

Speaker speaker_0: Good, how are you?

Speaker speaker_1: Okay, uh, the reason for my call is, uh, my name is Revencon Eloi, uh, I'm working for Lingo Staffing. So, uh, my, the reason for my call is because I, I already, I already on way with, uh, benefits of the card, uh, for the insurance. So, uh, last time I received a card with, uh, from Benefits in a Card, so she told me, she, she speak, uh, to me about, uh, the, the benefits. She asked me for my information, my last name, my name, and, and the name of, uh, my daughter. It's always, it's, uh, it's already on the, the, eh, the benefit. So, eh, when I receive a card, I see on that card, it's my, my, my, me and my spouse. I don't, I don't, I don't tell them it's me and my spouse. It's me and my daughter. My daughter, the name is Deboa Eloi. She got a check and she is old. So, I, I think it's a mistake. She don't put the... She put my, me and my, and my, my spouse.

Speaker speaker_0: Okay, so you're calling to make sure that it is you and your daughter on the policy, not you and your spouse?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. What are the last four of the Social?

Speaker speaker_1: Oh, okay. Give me one second. Uh, four, two, two, one.

Speaker speaker_0: Please verify your mailing address and date of birth.

Speaker speaker_1: Say again?

Speaker speaker_0: Please verify your mailing address and your date of birth.

Speaker speaker_1: Oh, my mailing address?

Speaker speaker_0: Yes, sir, and your date of birth.

Speaker speaker_1: Okay. Um, I am not in my house now. I'm, I'm outside, so may- maybe when I come, when I go in my house, I am supposed to do that.

Speaker speaker_0: Okay, so if you cannot verify the information on the account, I will need the full Social, 'cause I cannot provide any information on an account that is not verified.

Speaker speaker_1: Oh, you want, you, you want my full Social Security?

Speaker speaker_0: If you cannot verify your address and date of birth, yes, sir.

Speaker speaker_1: Oh, okay. Let me give you my full Social Security. Okay, sure. It's 063-27-4221. My address is, uh, 752 Casey Drive East, Pittsburgh, zip code 15228.

Speaker speaker_0: So, Mr. Eloi, I'm not sure if you remember, when you spoke with my coworker on April 15th, they inform you that when your staffing company sent over the policy, it did say employee plus spouse, but she has already changed that for you back in April 15th. The only thing is, the, the certain cards that you're seeing is from when the policy for yourself and spouse was activated, which was on the 14th of April. But following that, last Monday, 21st, the policy for yourself and your child got activated. So, more than likely, your new benefit cards for employee and child are just on route. I can send you digital copies if you like. But your current policy is, in fact, for employee and child only.

Speaker speaker_1: Oh, okay. And now, when I recei- when I go to receive the card, I, it's, it's, I receive the card for, for, for me and my daughter, right?

Speaker speaker_0: Yes, sir. That one is the one that's on its way. You should be receiving it soon since it's gonna be a new card.

Speaker speaker_1: Oh, okay, all right. Thank you.

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

Speaker speaker_1: No, nothing.

Speaker speaker_0: Understood. You should be seeing an email sent to you shortly with the new policy information of our employee and child, while you wait for the ones to come in the mail, okay?

Speaker speaker_1: All right, thank you.

Speaker speaker_0: Of course, hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_1: All right, thank you. You, too.

Speaker speaker_0: My pleasure. Bye-bye.

Speaker speaker_1: Bye-bye.