

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit 10-A-Car. My name is Francesca. How can I assist you today? Hi. I just wanted to make sure... Actually, I don't have a physical copy of my insurance card. Do you have any other information that I can copy down? I'll have to take a look and see. What staffing company do you work with? With Creative Circle. What is the last four of your social and the last name? 8916, and the last name is S-I-K-A-N-D. For security purposes, could you please verify your mailing address and date of birth? 403 12th Street, Brooklyn, New York 11215, and then 052194. We have the last phone number to reach you down as 929-707-66. Correct. Yes. We have your email down as ksinghlastname@gmail.com. Mm-hmm. So I can most definitely provide you a digital copy of your benefit cards. Um, however, I do have to advise you your benefits have not been active for four weeks already. So by Monday, 2nd December, if we don't receive a payment, the policy's gonna cancel itself out. Okay. Good to know. Does that mean anything, any business, any, any done, anything done in, within the last two weeks, um, will then not be provided for? Anything done, I apologize, I just needed to clear my throat. Um, anything done from November 4th till today present day will not be covered 'cause you weren't active as of November 4th. Okay. Perfect. Uh, thank you. No problem. And bear with me one moment while I download your benefit cards. I'm gonna place you in a wait hold and I'll be right back. Mm-hmm. Thank you. Thank you so much for holding. I went ahead and sent the benefit cards through our office email, which is nsobenefit10acard. Mm-hmm. Okay. And, um, so I should receive that soon? Yes. You can stay on hold while you... I mean, on the line while you wait to see if you received them. I will. It will be title ID Card. Hmm, not yet. Can you tell me what the, um, insurance carrier is? Is that APL? For medical and dental, yes, it is APL, American Public Life. Mm-hmm. Um, only difference between those two is the network provider. And then your other carrier will be MetLife or Vision. Okay. And then... Yeah, okay. I'll just, uh, one second. All right. Okay, yeah, I just got it. Okay, great. I was just about to ask. Maybe I have a letter wrong, I thought. Okay, so that's great. Um, so that's gonna be policy information. Was there anything else that we can assist you with today? So if I were to pay for the last couple weeks, would I then retroactively be covered? Yes. So if you were to make payment, it will have to be for all four weeks that you have been inactive. Mm-hmm. And once you do that, yes. Let's say, for example, if you had any type of visit that would be covered under your plans at any point from November 4th till today, November 27th, and you make a payment for it, then yes, sir, you will be reflected as if you were active on our system. Do you know how much that would be for the month? And just for the month and then I can cancel out, um, for, starting December 1? So to get active, it would be \$100.44. Would you take that payment right now? Sure thing, sir. Bear with me one moment. And we'll have the same billing address as the one that we confirmed with you on the phone? Um, yeah. Actually, I will call

back in, um, a little bit later though. Thank you. Sorry. Of course. My appointment is starting right now. No, that's okay. Thank you. We're open all the way to 8:00 PM Eastern Time. Perfect. 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 Benefit 10-A-Car. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hi. I just wanted to make sure... Actually, I don't have a physical copy of my insurance card. Do you have any other information that I can copy down?

Speaker speaker_1: I'll have to take a look and see. What staffing company do you work with?

Speaker speaker_2: With Creative Circle.

Speaker speaker_1: What is the last four of your social and the last name?

Speaker speaker_2: 8916, and the last name is S-I-K-A-N-D.

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

Speaker speaker_2: 403 12th Street, Brooklyn, New York 11215, and then 052194.

Speaker speaker_1: We have the last phone number to reach you down as 929-707-66.

Speaker speaker_2: Correct. Yes.

Speaker speaker_1: We have your email down as ksinghlastname@gmail.com.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So I can most definitely provide you a digital copy of your benefit cards. Um, however, I do have to advise you your benefits have not been active for four weeks already. So by Monday, 2nd December, if we don't receive a payment, the policy's gonna cancel itself out.

Speaker speaker_2: Okay. Good to know. Does that mean anything, any business, any, any done, anything done in, within the last two weeks, um, will then not be provided for?

Speaker speaker_1: Anything done, I apologize, I just needed to clear my throat. Um, anything done from November 4th till today present day will not be covered 'cause you weren't active as of November 4th.

Speaker speaker_2: Okay. Perfect. Uh, thank you.

Speaker speaker_1: No problem. And bear with me one moment while I download your benefit cards. I'm gonna place you in a wait hold and I'll be right back.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Thank you. Thank you so much for holding. I went ahead and sent the benefit cards through our office email, which is nsobenefit10acard.

Speaker speaker_2: Mm-hmm. Okay. And, um, so I should receive that soon?

Speaker speaker_1: Yes. You can stay on hold while you... I mean, on the line while you wait to see if you received them.

Speaker speaker_2: I will.

Speaker speaker_1: It will be title ID Card.

Speaker speaker_2: Hmm, not yet. Can you tell me what the, um, insurance carrier is? Is that APL?

Speaker speaker_1: For medical and dental, yes, it is APL, American Public Life.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, only difference between those two is the network provider. And then your other carrier will be MetLife or Vision.

Speaker speaker_2: Okay. And then... Yeah, okay. I'll just, uh, one second.

Speaker speaker_1: All right. Okay, yeah, I just got it. Okay, great. I was just about to ask. Maybe I have a letter wrong, I thought. Okay, so that's great. Um, so that's gonna be policy information. Was there anything else that we can assist you with today?

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Speaker speaker_2: Do you know how much that would be for the month? And just for the month and then I can cancel out, um, for, starting December 1?

Speaker speaker_1: So to get active, it would be \$100.44.

Speaker speaker_2: Would you take that payment right now?

Speaker speaker_1: Sure thing, sir. Bear with me one moment. And we'll have the same billing address as the one that we confirmed with you on the phone?

Speaker speaker_2: Um, yeah. Actually, I will call back in, um, a little bit later though. Thank you. Sorry.

Speaker speaker_1: Of course.

Speaker speaker_2: My appointment is starting right now.

Speaker speaker_1: No, that's okay.

Speaker speaker_2: Thank you.

Speaker speaker_1: We're open all the way to 8:00 PM Eastern Time.

Speaker speaker_2: Perfect. Bye.

Speaker speaker_1: Bye.