

## Transcript: Franchesca

**Baez-5378998060498944-6319297532313600**

### Full Transcript

Thank you for calling Benefits in a Car. My name is Frances. How can I assist you today? Yeah. Hi, ma'am. My name is Achille Beya. Uh, I'm work... I work for, um, I work for, uh, uh, Cro... Crohns, uh, Crown, whatever, uh, Safety. And I, I, I called earlier for my card, my insurance card. The guy sent me email, uh, for my card and I just pushed something and I lost the email. Can you email this back again? The card, the insurance card. He sent, he sent, he sent me something by email to wait for the real card to come, but I just do something to the email. It's, it's gone. Was that for an urgent virtual call or a primary care virtual call? What did you say? Was it for a urgent care virtual call or a primary care virtual call? What is that? So you're- What's that? ... advising me that for your doctor visits, they send you an email. That means that you're talking about virtual calls. This is not a doctor's office. We only administer health insurance. So I'm trying to figure out which of those two departments is the right one that I need to get you over to. I- If it is the urgent care virtual department or the primary care virtual department. I called earlier. I talked to the guy. Oh, you talked to the guy, and you got an appointment? If he... I no, I no have appointment nowhere yet. I need my... I need, I need an insurance card and they say I got insurance already. The guy sent me my insurance and emailed me my insurance card and I have to wait for the, the, the real card to come. But I lost it when I pushed something on my cell phone and I tried to call him back to send this back again. Okay, so you, you keep saying insurance calls. Unless I know if you were trying to make virtual- No, I was call, call. What do you call this for me? Insurance call. Call, call, mm-hmm. Yeah. I tried to send. She said, "Call, call." And I'm like- Hello. He just... He just found out that he already has medical coverage and dental coverage and whatever. He talked to somebody. He... The guy emailed him a copy of his medical cards and dental cards, but he pushed some button on his... Mm. ... lost the copies. Oh, I apologize. You're saying car. I keep hearing car. Card. C-A-R-D, card. He needs you to send, um, copy, email him a copy of his, um, insurance cards from Aetna. And, um, I think you may have... I don't know who... MetLife or whoever else you got. Something that I can create. MetLife, Aetna, Delta. I don't know Delta Dentist. I don't know which, which companies, how many copies he has. Okay, what is his email? He just got an email. He didn't know that he had insurance, and he called Crown Staffing and they said he's already been signed up for a while, but nobody has ever mailed cards to the house for him. That's why he was getting you to please email him a copy of the cards. And what is- And- ... what is his email? It's, um, the last name K-P-E-Y-A. That's kitten, puppy, arid, yellow, apple. And then his first name, A-C-H-I-L-L-E. A-C-H-I-L-L-E. 673- Yes. She said at gmail.com. ... @gmail.com. Did you get it? Yes, ma'am. Let's see. Uh, I see here where we sent it earlier this morning. Yes. Yeah, and he already pushed something and missed it. And can you also mail a copy... mail those copies to the house? I will have to speak with him back on the phone to locate an account in order for me to see- Okay. ... whether or

not they send it 'cause the carriers do not allow us to put in a mail card request when it has been 90 days since the last one. So I'll need him to get back on the phone- Let me check with my company. ... with me for me to get it. Well, the problem is he's didn't even know he had it because nobody has ever, ever mailed him any insurance card. Most companies mail you a copy of your insurance card so you can take it in the office with you. They don't ask you to show it up on your phone. They mail you a copy so you can have it personally in your wallet or purse. Don't you show your insurance comp cards? So I still need him to get back on the phone with me, ma'am. Because the difference between what we were doing of just locating that email- Okay. ... rather than me having to go into the account, is me having to ask him personal information. Per company policy, he needs to get back on the phone with me for me to do that. Okay. Good. Okay. If you wouldn't mind. Okay. That's cool. I'm here already. I'm here. Sir, what is your staffing company? With my what? What is the name of your staffing company, sir? It's Crown Staff... Crown, Crown Staffing. What are the last four of your Social? 2040. Please verify the mailing address and date of birth so that I can make sure I have the right account in front of me. My date of birth is May... is 5/28/82. Address is 1461 South Waterfall Drive, Saur Vincent, Missouri 63033. I have the best phone number to reach you, 314-498-0117. Yeah. 1461 South Waterfall Drive, Saur Vincent, Missouri 63033. Okay. Okay, so it has been over that limit since the benefits became effective. So I'll put in the request for them to send mail copies. The longest it should take should be 30 days for it to arrive. If after 30 days it has not shown up, give us a call so that we can inform them it was never received. Wait a minute. 30 days to what? To, to speak, to, to get an email from my... the card or for the card to come to my house? For the card to come to your house, it shouldn't take more than 30 days. Oh, okay, because the guy sent me an email. He said in case I want to go to the doctor before the card came, uh, I can use that first. But, you know, it's okay if the card want to come before... in 30 days. It's not, it's not bad. No, sir. I sent you the email, um, per her request. Mm-hmm. Now I'm just sending out for them to send it to your house. Oh. Okay. Okay. Okay. Okay. I'm sorry, my English not very good. I'm sorry. No, it's okay, sir. Aside from getting the cards to be sent to your house and sending them to your email, was there anything else we can assist you with? That's it. Thank you, ma'am. Of course. Hope you have a wonderful rest of your day and thank you for your patience with me today. All right. Thank you. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Car. My name is Frances. How can I assist you today?

Speaker speaker\_1: Yeah. Hi, ma'am. My name is Achille Beya. Uh, I'm work... I work for, um, I work for, uh, uh, Cro... Crohns, uh, Crown, whatever, uh, Safety. And I, I, I called earlier for my card, my insurance card. The guy sent me email, uh, for my card and I just pushed something and I lost the email. Can you email this back again? The card, the insurance card. He sent, he sent, he sent me something by email to wait for the real card to come, but I just do something to the email. It's, it's gone.

Speaker speaker\_0: Was that for an urgent virtual call or a primary care virtual call?

Speaker speaker\_1: What did you say?

Speaker speaker\_0: Was it for a urgent care virtual call or a primary care virtual call?

Speaker speaker\_1: What is that?

Speaker speaker\_0: So you're-

Speaker speaker\_1: What's that?

Speaker speaker\_0: ... advising me that for your doctor visits, they send you an email. That means that you're talking about virtual calls. This is not a doctor's office. We only administer health insurance. So I'm trying to figure out which of those two departments is the right one that I need to get you over to.

Speaker speaker\_1: I-

Speaker speaker\_0: If it is the urgent care virtual department or the primary care virtual department.

Speaker speaker\_1: I called earlier. I talked to the guy.

Speaker speaker\_2: Oh, you talked to the guy, and you got an appointment?

Speaker speaker\_1: If he... I no, I no have appointment nowhere yet. I need my... I need, I need an insurance card and they say I got insurance already. The guy sent me my insurance and emailed me my insurance card and I have to wait for the, the, the real card to come. But I lost it when I pushed something on my cell phone and I tried to call him back to send this back again.

Speaker speaker\_0: Okay, so you, you keep saying insurance calls. Unless I know if you were trying to make virtual-

Speaker speaker\_1: No, I was call, call. What do you call this for me? Insurance call.

Speaker speaker\_0: Call, call, mm-hmm.

Speaker speaker\_1: Yeah. I tried to send. She said, "Call, call." And I'm like-

Speaker speaker\_2: Hello. He just... He just found out that he already has medical coverage and dental coverage and whatever. He talked to somebody. He... The guy emailed him a copy of his medical cards and dental cards, but he pushed some button on his...

Speaker speaker\_0: Mm.

Speaker speaker\_2: ... lost the copies.

Speaker speaker\_0: Oh, I apologize. You're saying car. I keep hearing car.

Speaker speaker\_2: Card. C-A-R-D, card. He needs you to send, um, copy, email him a copy of his, um, insurance cards from Aetna. And, um, I think you may have... I don't know who... MetLife or whoever else you got.

Speaker speaker\_1: Something that I can create.

Speaker speaker\_2: MetLife, Aetna, Delta. I don't know Delta Dentist. I don't know which, which companies, how many copies he has.

Speaker speaker\_0: Okay, what is his email?

Speaker speaker\_2: He just got an email. He didn't know that he had insurance, and he called Crown Staffing and they said he's already been signed up for a while, but nobody has ever mailed cards to the house for him. That's why he was getting you to please email him a copy of the cards.

Speaker speaker\_0: And what is-

Speaker speaker\_2: And-

Speaker speaker\_0: ... what is his email?

Speaker speaker\_2: It's, um, the last name K-P-E-Y-A. That's kitten, puppy, arid, yellow, apple. And then his first name, A-C-H-I-L-L-E. A-C-H-I-L-L-E.

Speaker speaker\_0: 673-

Speaker speaker\_1: Yes. She said at gmail.com.

Speaker speaker\_2: ... @gmail.com. Did you get it?

Speaker speaker\_0: Yes, ma'am. Let's see. Uh, I see here where we sent it earlier this morning.

Speaker speaker\_2: Yes. Yeah, and he already pushed something and missed it. And can you also mail a copy... mail those copies to the house?

Speaker speaker\_0: I will have to speak with him back on the phone to locate an account in order for me to see-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... whether or not they send it 'cause the carriers do not allow us to put in a mail card request when it has been 90 days since the last one. So I'll need him to get back on the phone-

Speaker speaker\_1: Let me check with my company.

Speaker speaker\_0: ... with me for me to get it.

Speaker speaker\_2: Well, the problem is he's didn't even know he had it because nobody has ever, ever mailed him any insurance card. Most companies mail you a copy of your insurance card so you can take it in the office with you. They don't ask you to show it up on your phone. They mail you a copy so you can have it personally in your wallet or purse. Don't you show your insurance comp cards?

Speaker speaker\_0: So I still need him to get back on the phone with me, ma'am. Because the difference between what we were doing of just locating that email-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... rather than me having to go into the account, is me having to ask him personal information. Per company policy, he needs to get back on the phone with me for me to do that.

Speaker speaker\_1: Okay. Good. Okay.

Speaker speaker\_0: If you wouldn't mind.

Speaker speaker\_1: Okay. That's cool. I'm here already. I'm here.

Speaker speaker\_0: Sir, what is your staffing company?

Speaker speaker\_1: With my what?

Speaker speaker\_0: What is the name of your staffing company, sir?

Speaker speaker\_1: It's Crown Staff... Crown, Crown Staffing.

Speaker speaker\_0: What are the last four of your Social?

Speaker speaker\_1: 2040.

Speaker speaker\_0: Please verify the mailing address and date of birth so that I can make sure I have the right account in front of me.

Speaker speaker\_1: My date of birth is May... is 5/28/82. Address is 1461 South Waterfall Drive, Saur Vincent, Missouri 63033.

Speaker speaker\_0: I have the best phone number to reach you, 314-498-0117.

Speaker speaker\_1: Yeah. 1461 South Waterfall Drive, Saur Vincent, Missouri 63033.

Speaker speaker\_0: Okay. Okay, so it has been over that limit since the benefits became effective. So I'll put in the request for them to send mail copies. The longest it should take should be 30 days for it to arrive. If after 30 days it has not shown up, give us a call so that we can inform them it was never received.

Speaker speaker\_1: Wait a minute. 30 days to what? To, to speak, to, to get an email from my... the card or for the card to come to my house?

Speaker speaker\_0: For the card to come to your house, it shouldn't take more than 30 days.

Speaker speaker\_1: Oh, okay, because the guy sent me an email. He said in case I want to go to the doctor before the card came, uh, I can use that first. But, you know, it's okay if the card want to come before... in 30 days. It's not, it's not bad.

Speaker speaker\_0: No, sir. I sent you the email, um, per her request.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Now I'm just sending out for them to send it to your house.

Speaker speaker\_1: Oh. Okay. Okay. Okay. Okay. I'm sorry, my English not very good. I'm sorry.

Speaker speaker\_0: No, it's okay, sir. Aside from getting the cards to be sent to your house and sending them to your email, was there anything else we can assist you with?

Speaker speaker\_1: That's it. Thank you, ma'am.

Speaker speaker\_0: Of course. Hope you have a wonderful rest of your day and thank you for your patience with me today.

Speaker speaker\_1: All right. Thank you. Bye-bye.