

Transcript: Francesca

Baez-5490288558915584-6021143194812416

Full Transcript

... my name is Francesca. How can I assist you today? Yes, uh, um, I work, uh, for Mega Force- Mm-hmm. ... and I have not received no insurance cards. Okay, let's take a look. What are the last four of your Social? 0196. And your last name, please? Perry... Uh, last name is Perryman, P-E-R-R-Y-M-A-N. Please verify your mailing address and date of birth so that I can make sure I have the right account in front of me. Okay, date of birth is 3/3/49, and my address is, uh, 321 Holstein Drive, Dallas, North Carolina. We have the best phone number to reach down as 980-251-8871. No, I got a new number now, uh, to... Do you see the number I'm callin' from right now? Um, yes. Caller ID shows you calling from 704-772-6520. That, that's my new number. And then I have your email down as... Corre- ... jack637... ... jack637-Oh. ... @gmail.com, yes. All right, let's see. So the reason why you have not received them yet is because they're still in transit. It does show here that you became active last week during the Monday of the 3rd. So the benefit cards would have been sent out that Friday 7th. I can take a look and see if we have- Uh, what... You, you said it was, uh, sent out by the 7th? Yes, sir, the 7th. So it's still in transit. When something is sent out, it doesn't immediately get to you. Why so long, because I've been working about a month now, you know? Because we only receive activation payment on the 3rd. Okay, okay. So all that time that you have been working, we have been waiting for the a- activation payment- Okay. ... and it did not come 'til last week. Okay, so, so it, it, it's in the mail, okay? Yes, sir. Okay. I can- But you got my new... But you got my new number now, so, uh, so, uh, uh, you... I hope you updated it. Yes, sir, I did, and then I'm gonna go ahead and send digital copies of your benefit cards to your email, okay, while you wait for those hard copies. Okay. Okay, do that, please. All right. Now, aside from getting those benefit cards, was there anything else we can assist you with today? That'd be all for today. I just, uh, in case I need to go to the doctor, I need a, uh, a, some, some kind of, uh, numbers and everything to give to them. You know what I mean? Of course, sir. Okay, any, anyway, that's all I need. So it's been mailed the 7th, so I should be gettin' it within, within the week, I guess. Um, yeah, so after this week, the longest that we have seen that they could take to get to you is three to four weeks. So it should be hopefully, on average, it gets to you either the second or first week. So if not this week, next week it should be there. Um, but if you don't see anything by March 3rd, give us a call so that we can go ahead and request another mail order for you. Okay, but, but, but, but you, you send an email too, right? Yes, sir. I'm gonna send you email copies of them. Okay. That, that, that asks for vision and, uh, everything? Yes, sir. The vision, the dental, the medical, hospital indemni- and the medical preventative. Okay, thank you. Of course, my pleasure. I, I, I... If they don't come, I'll call back in a couple weeks, okay? Understood. Okay, I'll talk to you later then. Thank you. All right, thank you, sir.

Conversation Format

Speaker speaker_0: ... my name is Francesca. How can I assist you today?

Speaker speaker_1: Yes, uh, um, I work, uh, for Mega Force-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... and I have not received no insurance cards.

Speaker speaker_0: Okay, let's take a look. What are the last four of your Social?

Speaker speaker_1: 0196.

Speaker speaker_0: And your last name, please?

Speaker speaker_1: Perry... Uh, last name is Perryman, P-E-R-R-Y-M-A-N.

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

Speaker speaker_1: Okay, date of birth is 3/3/'49, and my address is, uh, 321 Holstein Drive, Dallas, North Carolina.

Speaker speaker_0: We have the best phone number to reach down as 980-251-8871.

Speaker speaker_1: No, I got a new number now, uh, to... Do you see the number I'm callin' from right now?

Speaker speaker_0: Um, yes. Caller ID shows you calling from 704-772-6520.

Speaker speaker_1: That, that's my new number.

Speaker speaker_0: And then I have your email down as...

Speaker speaker_1: Corre-

Speaker speaker_0: ... jack637...

Speaker speaker_1: ... jack637-

Speaker speaker_0: Oh.

Speaker speaker_1: ... @gmail.com, yes.

Speaker speaker_0: All right, let's see. So the reason why you have not received them yet is because they're still in transit. It does show here that you became active last week during the Monday of the 3rd. So the benefit cards would have been sent out that Friday 7th. I can take a look and see if we have-

Speaker speaker_1: Uh, what... You, you said it was, uh, sent out by the 7th?

Speaker speaker_0: Yes, sir, the 7th. So it's still in transit. When something is sent out, it doesn't immediately get to you.

Speaker speaker_1: Why so long, because I've been working about a month now, you know?

Speaker speaker_0: Because we only receive activation payment on the 3rd.

Speaker speaker_1: Okay, okay.

Speaker speaker_0: So all that time that you have been working, we have been waiting for the a- activation payment-

Speaker speaker_1: Okay.

Speaker speaker_0: ... and it did not come 'til last week.

Speaker speaker_1: Okay, so, so it, it, it's in the mail, okay?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay.

Speaker speaker_0: I can-

Speaker speaker_1: But you got my new... But you got my new number now, so, uh, so, uh, uh, you... I hope you updated it.

Speaker speaker_0: Yes, sir, I did, and then I'm gonna go ahead and send digital copies of your benefit cards to your email, okay, while you wait for those hard copies.

Speaker speaker_1: Okay. Okay, do that, please.

Speaker speaker_0: All right. Now, aside from getting those benefit cards, was there anything else we can assist you with today?

Speaker speaker_1: That'd be all for today. I just, uh, in case I need to go to the doctor, I need a, uh, a, some, some kind of, uh, numbers and everything to give to them. You know what I mean?

Speaker speaker_0: Of course, sir.

Speaker speaker_1: Okay, any, anyway, that's all I need. So it's been mailed the 7th, so I should be gettin' it within, within the week, I guess.

Speaker speaker_0: Um, yeah, so after this week, the longest that we have seen that they could take to get to you is three to four weeks. So it should be hopefully, on average, it gets to you either the second or first week. So if not this week, next week it should be there. Um, but if you don't see anything by March 3rd, give us a call so that we can go ahead and request another mail order for you.

Speaker speaker_1: Okay, but, but, but, but you, you send an email too, right?

Speaker speaker_0: Yes, sir. I'm gonna send you email copies of them.

Speaker speaker_1: Okay. That, that, that asks for vision and, uh, everything?

Speaker speaker_0: Yes, sir. The vision, the dental, the medical, hospital indemni- and the medical preventative.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Of course, my pleasure.

Speaker speaker_1: I, I, I... If they don't come, I'll call back in a couple weeks, okay?

Speaker speaker_0: Understood.

Speaker speaker_1: Okay, I'll talk to you later then. Thank you.

Speaker speaker_0: All right, thank you, sir.