

Transcript: Franchesca

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Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hi, my name is Martina Albocado. So I'm calling about my insurance. Okay, which staffing company are you with? Uh, Bloomington. Excuse me? You said what? Which staffing company are you with? Uh, I'm working with W, uh, WSY with my agents and my company that I'm working right now is WGP. Am I correct? What is your last name? My last name is Martino. Of your social? No, sir. I was gonna ask something else. I wouldn't know whether or not you're correct because we work with more than one staffing company. I'm trying to locate your account right now because I don't have anything in front of me. What is the last four of your social? Um, give me one second please. Uh, it should be 6702. You got it? Could you please verify your full social? Yeah. 17943 67 and 02. All right. And what did you want to know regarding your benefits, sir? You said what? Yes, sir. What did you want to know regarding your benefits? Yeah, uh, I need my insurance to go to the hospital. And this, my company gave me this number to call and ask about it. It should be like, uh, one month and three weeks ago that I started working to the company that I signed. And they told me that I'm going to receive my insurance in two weeks. But now it's one month and three weeks, I didn't receive anything. Okay. I'd be more than happy to get you your benefit card. I do want to clarify, you have not been active that long, sir. Your policy became active April 14th, 2026. Yes. The benefit cards went out by Friday the 18th. You have been active for three weeks in coverage so far. Oh, before I get it... Oh. So you may have been working- Is it- ... for that month and change, but your policy has not been active that long. You have only been three weeks active counting this week. Oh, so that mean I'm going to wait for more weeks before I receive it? No, sir. I can send you a digital copy to your email. I'm just clarifying to you- Yeah, yeah, yeah, I will- ... that you have not had coverage that long. Yeah. I will need, I will need the copies please. Because if you can't send it to me. Sure thing. Let me place you on hold to download them. I'll be right back. Okay. Thank you for holding, sir. I sent you digital copies of your benefit cards for all three, medical, dental and vision. Okay. To my email? Yes, sir. Yeah. I didn't receive anything yet. Oh, it should come in my mailbox? Hello? So it was sent to the email on file which is I-S-A-A-C-A-D-B-U-L9-0@gmail.com. Uh... I think that's not my email address. Okay. What will be the email address then? Mine, it'll be I-S-A-K-A-D-B-U-L 9-0. Followed by @gmail.com. That's mine. Okay, so it should have three As in total? You said what? Yes, there's three As in total? Three As? No, there's not three As. It's nine. No, sir. How many letters A as in apple are there in the email? Uh, one, two, three, four..... my letter and then plus, uh- Mm, no, sir. How many letter, A as apple, are there on the email? How many letter A? Letter A. I got only... Yeah, I got only two. Okay. Yeah, only two. The first A is on the third position and the second one is on the fifth. I.D. See if this time it works. Say what? Yeah, sir. I said let's wait and see if this time it works. Oh, it will. I'm not going to send a message

with that. So the system is stating once again that that is not an active email address. Mm-hmm. Do you want to try spelling out your email one more time 'cause it said that there's no email with that address you provided? Oh. Okay, I will try and put my email one more time. Okay. Go ahead. I-S-A-K-A-B-D- I'm sorry, sir. Should I start it? Is this a different email that you're providing? No, isn't it the same email that I'm using? Okay. Can we do some pronunciations like A as apple, S as in Sam, and such? Yeah. That's what I'm doing. Go ahead. Yeah. I-S-A-K-A-B-D-U-L 90 at gmail.com. Oh, sorry. You got it? Yes, sir. It's saying that that's not an active email. Ah. But that's the email that I'm using. That's my email. I don't have two email. I don't have only one. Okay, but that's the same one that we tried to send it off to, sir, and it didn't go through. Oh, if you want, can... Is it possible to send me by message? There... No, sir. I can only email you. I cannot text you. Oh. But that's the only email that I'm using. I don't have two account for email. That's my only one and that's the one I'm using. Okay. Okay. Unfortunately, sir, I tried to send it to that email and it is not letting me. It's not leaving. It's not going anywhere. Well, now how can I do it? 'Cause that's the email that I provide when I went to the agents. They asked me and ... over there. I don't know why it's not working. I do apologize for that inconvenience, sir. Okay. And I don't know if you want to call later on with someone else's email to try to see if they, theirs works or have someone else help you pronounce an email. Maybe I'm just not understanding it, but I did try all three of those emails that we provided and none of the three went through. Okay. Thank you. You're welcome. I apologize for not being any further assistance. Have a great day. You too.

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: Hi, my name is Martina Albocado. So I'm calling about my insurance.

Speaker speaker_0: Okay, which staffing company are you with?

Speaker speaker_1: Uh, Bloomington.

Speaker speaker_0: Excuse me?

Speaker speaker_1: You said what?

Speaker speaker_0: Which staffing company are you with?

Speaker speaker_1: Uh, I'm working with W, uh, WSY with my agents and my company that I'm working right now is WGP. Am I correct?

Speaker speaker_0: What is your last name?

Speaker speaker_1: My last name is Martino.

Speaker speaker_0: Of your social? No, sir. I was gonna ask something else. I wouldn't know whether or not you're correct because we work with more than one staffing company. I'm trying to locate your account right now because I don't have anything in front of me. What is

the last four of your social?

Speaker speaker_1: Um, give me one second please. Uh, it should be 6702. You got it?

Speaker speaker_0: Could you please verify your full social?

Speaker speaker_1: Yeah. 17943 67 and 02.

Speaker speaker_0: All right. And what did you want to know regarding your benefits, sir?

Speaker speaker_1: You said what?

Speaker speaker_0: Yes, sir. What did you want to know regarding your benefits?

Speaker speaker_1: Yeah, uh, I need my insurance to go to the hospital. And this, my company gave me this number to call and ask about it. It should be like, uh, one month and three weeks ago that I started working to the company that I signed. And they told me that I'm going to receive my insurance in two weeks. But now it's one month and three weeks, I didn't receive anything.

Speaker speaker_0: Okay. I'd be more than happy to get you your benefit card. I do want to clarify, you have not been active that long, sir. Your policy became active April 14th, 2026.

Speaker speaker_1: Yes.

Speaker speaker_0: The benefit cards went out by Friday the 18th. You have been active for three weeks in coverage so far.

Speaker speaker_1: Oh, before I get it... Oh.

Speaker speaker_0: So you may have been working-

Speaker speaker_1: Is it-

Speaker speaker_0: ... for that month and change, but your policy has not been active that long. You have only been three weeks active counting this week.

Speaker speaker_1: Oh, so that mean I'm going to wait for more weeks before I receive it?

Speaker speaker_0: No, sir. I can send you a digital copy to your email. I'm just clarifying to you-

Speaker speaker_1: Yeah, yeah, yeah, I will-

Speaker speaker_0: ... that you have not had coverage that long.

Speaker speaker_1: Yeah. I will need, I will need the copies please. Because if you can't send it to me.

Speaker speaker_0: Sure thing. Let me place you on hold to download them. I'll be right back.

Speaker speaker_1: Okay.

Speaker speaker_0: Thank you for holding, sir. I sent you digital copies of your benefit cards for all three, medical, dental and vision.

Speaker speaker_1: Okay. To my email?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Yeah. I didn't receive anything yet. Oh, it should come in my mailbox? Hello?

Speaker speaker_0: So it was sent to the email on file which is I-S-A-A-C-A-D-B-U-L9-0@gmail.com.

Speaker speaker_1: Uh... I think that's not my email address.

Speaker speaker_0: Okay. What will be the email address then?

Speaker speaker_1: Mine, it'll be I-S-A-K-A-D-B-U-L 9-0. Followed by @gmail.com. That's mine.

Speaker speaker_0: Okay, so it should have three As in total?

Speaker speaker_1: You said what?

Speaker speaker_0: Yes, there's three As in total?

Speaker speaker_1: Three As? No, there's not three As. It's nine.

Speaker speaker_0: No, sir. How many letters A as in apple are there in the email?

Speaker speaker_1: Uh, one, two, three, four..... my letter and then plus, uh-

Speaker speaker_0: Mm, no, sir. How many letter, A as apple, are there on the email?

Speaker speaker_1: How many letter A?

Speaker speaker_0: Letter A.

Speaker speaker_1: I got only... Yeah, I got only two.

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah, only two. The first A is on the third position and the second one is on the fifth. I.D.

Speaker speaker_0: See if this time it works.

Speaker speaker_1: Say what?

Speaker speaker_0: Yeah, sir. I said let's wait and see if this time it works.

Speaker speaker_1: Oh, it will. I'm not going to send a message with that.

Speaker speaker_0: So the system is stating once again that that is not an active email address.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Do you want to try spelling out your email one more time 'cause it said that there's no email with that address you provided?

Speaker speaker_1: Oh. Okay, I will try and put my email one more time.

Speaker speaker_0: Okay. Go ahead.

Speaker speaker_1: I-S-A-K-A-B-D-

Speaker speaker_0: I'm sorry, sir.

Speaker speaker_1: Should I start it?

Speaker speaker_0: Is this a different email that you're providing?

Speaker speaker_1: No, isn't it the same email that I'm using?

Speaker speaker_0: Okay. Can we do some pronunciations like A as apple, S as in Sam, and such?

Speaker speaker_1: Yeah. That's what I'm doing.

Speaker speaker_0: Go ahead.

Speaker speaker_1: Yeah. I-S-A-K-A-B-D-U-L 90 at gmail.com. Oh, sorry. You got it?

Speaker speaker_0: Yes, sir. It's saying that that's not an active email.

Speaker speaker_1: Ah. But that's the email that I'm using. That's my email. I don't have two email. I don't have only one.

Speaker speaker_0: Okay, but that's the same one that we tried to send it off to, sir, and it didn't go through.

Speaker speaker_1: Oh, if you want, can... Is it possible to send me by message?

Speaker speaker_0: There... No, sir. I can only email you. I cannot text you.

Speaker speaker_1: Oh. But that's the only email that I'm using. I don't have two account for email. That's my only one and that's the one I'm using.

Speaker speaker_0: Okay. Okay. Unfortunately, sir, I tried to send it to that email and it is not letting me. It's not leaving. It's not going anywhere.

Speaker speaker_1: Well, now how can I do it? 'Cause that's the email that I provide when I went to the agents. They asked me and ... over there. I don't know why it's not working.

Speaker speaker_0: I do apologize for that inconvenience, sir.

Speaker speaker_1: Okay.

Speaker speaker_0: And I don't know if you want to call later on with someone else's email to try to see if they, theirs works or have someone else help you pronounce an email. Maybe

I'm just not understanding it, but I did try all three of those emails that we provided and none of the three went through.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: You're welcome. I apologize for not being any further assistance. Have a great day.

Speaker speaker_1: You too.