

## **Transcript: Francesca**

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### **Full Transcript**

Thank you for calling Benefit 10-0 Card. My name is Francesca. How can I assist you today? Hi. Yes, Francesca. My name is Joseph Singleton. I'm calling to request an insurance card. What staffing company do you work with? Uh, GHC Home Healthcare. North Staffing. What are the last four of your Social? 0413. And the last name? Singleton, S-I-N-G-L-E-T-O-N. Please verify your mailing address and date of birth to make sure I have the right account in front of me. Can you repeat that please? Please verify your mailing address and date of birth to make sure I have the right account in front of me. Uh, you might have to update the address because there was a recent change. It's 2437 Brookwood Street. Yes, sir. That is the address that we have on file. And what is that date of birth? Uh, 3-12-19... 3-12-1986. We have the best phone number to reach you, 717-5... Actually, sorry. Um, we currently don't have a good phone number to reach you. Is it okay to put the one that Caller ID shows you're calling on today? No, 717- Mm-hmm. ... 749-9734. You said 717-749-9734. Is this correct? Yes. And then I have your email down as jasingleton0413@icloud.com. Yes. Okay. So for the medical plan, they do not issue a physical benefit card. The carrier sends out a digital card, which eight out of 10 usually gets lost either in spam or junk mail. Um, I wanted to ask, while I'm doing the download versions of them, that you need me to request a physical card for that medical? Yes. I, I would like a physical card please. Okay. So, so I'll go ahead and request that one for them as well. And I'm just missing one more card to be downloaded. And then your carrier for both of them will be the same, which is American Public Life. All right. So you're gonna be receiving that email from our office email, which is info@benefit10card.com, and it will be titled ID Card. Okay. Aside from sending those digital copies and the mail request for the medical card, was there anything else we can assist you with today? No, that's everything. All right. I hope you have a wonderful rest of your day, and thank you for your time as well as allowing us to assist you today. Thank you so much. My pleasure. Have a great day.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefit 10-0 Card. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Hi. Yes, Francesca. My name is Joseph Singleton. I'm calling to request an insurance card.

Speaker speaker\_0: What staffing company do you work with?

Speaker speaker\_1: Uh, GHC Home Healthcare. North Staffing.

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

Speaker speaker\_1: 0413.

Speaker speaker\_0: And the last name?

Speaker speaker\_1: Singleton, S-I-N-G-L-E-T-O-N.

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

Speaker speaker\_1: Can you repeat that please?

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

Speaker speaker\_1: Uh, you might have to update the address because there was a recent change. It's 2437 Brookwood Street.

Speaker speaker\_0: Yes, sir. That is the address that we have on file. And what is that date of birth?

Speaker speaker\_1: Uh, 3-12-19... 3-12-1986.

Speaker speaker\_0: We have the best phone number to reach you, 717-5... Actually, sorry. Um, we currently don't have a good phone number to reach you. Is it okay to put the one that Caller ID shows you're calling on today?

Speaker speaker\_1: No, 717-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... 749-9734.

Speaker speaker\_0: You said 717-749-9734. Is this correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And then I have your email down as jasingleton0413@icloud.com.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So for the medical plan, they do not issue a physical benefit card. The carrier sends out a digital card, which eight out of 10 usually gets lost either in spam or junk mail. Um, I wanted to ask, while I'm doing the download versions of them, that you need me to request a physical card for that medical?

Speaker speaker\_1: Yes. I, I would like a physical card please.

Speaker speaker\_0: Okay. So, so I'll go ahead and request that one for them as well. And I'm just missing one more card to be downloaded. And then your carrier for both of them will be the same, which is American Public Life. All right. So you're gonna be receiving that email

from our office email, which is [info@benefit10card.com](mailto:info@benefit10card.com), and it will be titled ID Card.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Aside from sending those digital copies and the mail request for the medical card, was there anything else we can assist you with today?

Speaker speaker\_1: No, that's everything.

Speaker speaker\_0: All right. I hope you have a wonderful rest of your day, and thank you for your time as well as allowing us to assist you today.

Speaker speaker\_1: Thank you so much.

Speaker speaker\_0: My pleasure. Have a great day.