

Transcript: Francesca

Baez-5611217866113024-5129810014289920

Full Transcript

Thank you, I'll bring it up to you. Benefits in a Car, my name is Francesca. How can I assist you today? I'm just trying to check my coverage and make sure everything is correct. Okay. Which staffing company do you work with? Lingo, Lingo Staffing. And what are the last four of the social? 9192. And your last name, please? Stokes, S-T-O-K-E-S. Okay. Please verify your mailing address and date of birth to make sure I have the right account in front of me. Wait- 330 J. Stuart Road, Martinsville, Virginia 24112. And the date of birth? 10-22-1970. I have best contact 276-340-0101 with the email of your first name, stks@gmail.com? Yes. Yes, sir. So I show here that your policy for child and employee has become effective today, April 21st. Um, I did actually give you a call earlier in the day today when I was returning a call back. I did reach out to the front office regarding those benefit cards to see if I can provide them to you, but they haven't been generated yet. Mm-hmm. She did say that she was going to reach out to see if we could at least get a policy number. That's gonna roughly take 24 to 48 hours. So either by end of today or end of tomorrow, we should be able to provide you with either a policy number or a benefit card for this policy. If you do, however, Mr. Stokes have any appointments for today- Mm-hmm. ... if your provider's office allows it, you're able to give a call to the same phone number that you called to speak with me, and if they let you, we can verify your coverage over the phone with them. We just wouldn't be able to provide any policy information at the moment. Okay. So it is for me and my son, right? Yes, sir. It shows here that your dependent is Bryson Stokes. Yes. Okay. Date of birth- Mm-hmm. Go ahead. Uh, April, April's, April 16th. Yes, sir. We have a- 2024. Is it '22 or 2004? 2004. Oh, no, I think. Um, I'm- Okay. ... a bit confused. 2004. Okay. All right. So yes, sir- Okay. That's n- ... you are also on that part. And the name of the company, the insurance company again is? So you have two carriers in total for your medical and dental. It is American Public Life. American Public Life. And then the vision is with the carrier MetLife. Just a moment then. Vision is... MetLife. Vis- MetLife. Okay. All right. That, that should help me get through the day hopefully. Understood. Was there anything else we can assist you with today? No, that's all. You've been very helpful. My pleasure. I hope you have a wonderful rest of your day and as soon as we have that policy information available, I'll make sure to give you a call back. And if for some reason we're not able to get in touch with you, I will send that information via email. All right. Thank you very much. Of course. Hope you have a wonderful rest of your day and thank you for your time today. All right. Thank you.

Conversation Format

Speaker speaker_0: Thank you, I'll bring it up to you.

Speaker speaker_1: Benefits in a Car, my name is Francesca. How can I assist you today?

Speaker speaker_0: I'm just trying to check my coverage and make sure everything is correct.

Speaker speaker_1: Okay. Which staffing company do you work with?

Speaker speaker_0: Lingo, Lingo Staffing.

Speaker speaker_1: And what are the last four of the social?

Speaker speaker_0: 9192.

Speaker speaker_1: And your last name, please?

Speaker speaker_0: Stokes, S-T-O-K-E-S.

Speaker speaker_1: Okay. Please verify your mailing address and date of birth to make sure I have the right account in front of me. Wait-

Speaker speaker_0: 330 J. Stuart Road, Martinsville, Virginia 24112.

Speaker speaker_1: And the date of birth?

Speaker speaker_0: 10-22-1970.

Speaker speaker_1: I have best contact 276-340-0101 with the email of your first name, stks@gmail.com?

Speaker speaker_0: Yes.

Speaker speaker_1: Yes, sir. So I show here that your policy for child and employee has become effective today, April 21st. Um, I did actually give you a call earlier in the day today when I was returning a call back. I did reach out to the front office regarding those benefit cards to see if I can provide them to you, but they haven't been generated yet.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: She did say that she was going to reach out to see if we could at least get a policy number. That's gonna roughly take 24 to 48 hours. So either by end of today or end of tomorrow, we should be able to provide you with either a policy number or a benefit card for this policy. If you do, however, Mr. Stokes have any appointments for today-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... if your provider's office allows it, you're able to give a call to the same phone number that you called to speak with me, and if they let you, we can verify your coverage over the phone with them. We just wouldn't be able to provide any policy information at the moment.

Speaker speaker_0: Okay. So it is for me and my son, right?

Speaker speaker_1: Yes, sir. It shows here that your dependent is Bryson Stokes.

Speaker speaker_0: Yes. Okay.

Speaker speaker_1: Date of birth-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Go ahead.

Speaker speaker_0: Uh, April, April's, April 16th.

Speaker speaker_1: Yes, sir. We have a-

Speaker speaker_0: 2024.

Speaker speaker_1: Is it '22 or 2004?

Speaker speaker_0: 2004. Oh, no, I think. Um, I'm-

Speaker speaker_1: Okay.

Speaker speaker_0: ... a bit confused. 2004.

Speaker speaker_1: Okay. All right. So yes, sir-

Speaker speaker_0: Okay. That's n-

Speaker speaker_1: ... you are also on that part.

Speaker speaker_0: And the name of the company, the insurance company again is?

Speaker speaker_1: So you have two carriers in total for your medical and dental. It is American Public Life.

Speaker speaker_0: American Public Life.

Speaker speaker_1: And then the vision is with the carrier MetLife.

Speaker speaker_0: Just a moment then. Vision is...

Speaker speaker_1: MetLife.

Speaker speaker_0: Vis- MetLife. Okay. All right. That, that should help me get through the day hopefully.

Speaker speaker_1: Understood. Was there anything else we can assist you with today?

Speaker speaker_0: No, that's all. You've been very helpful.

Speaker speaker_1: My pleasure. I hope you have a wonderful rest of your day and as soon as we have that policy information available, I'll make sure to give you a call back. And if for some reason we're not able to get in touch with you, I will send that information via email.

Speaker speaker_0: All right. Thank you very much.

Speaker speaker_1: Of course. Hope you have a wonderful rest of your day and thank you for your time today.

Speaker speaker_0: All right. Thank you.