

Transcript: Francesca

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Full Transcript

Thank you for calling Benefit 10-0-4. My name is Francesca. How can I assist you today? Uh, my name is, uh, William Redden. I was, uh, trying to see when you guys might be... I, I just recently got a job over in and I was just seeing when you guys might send out the forms. So how can I help? Well, let's take a look into your policy. I can advise you whether or not it's active, but I cannot give you a time frame of when you will get it. Okay. What is the last four of your Social? 9136. And what staffing company do you work with? MAU. Can you verify your mailing address and date of birth to make sure I have the right account in front of me. Uh, March 4th, 2001. And what else did you need? I'm sorry. The date of, um, I mean, the address. Oh, mailing address? Yes, sir. Uh, 10848 Anderson Road, New Market, South Carolina, 29673. And that's the number to reach you down as 864-430-2367? That's correct. Can I have your email down as first name initial, middle name initial, your last name, number one at gmail.com? Okay. So it's, uh, one, one, one M, my first initial, and my middle initial, and my last name? And then number one at gmail.com. Oh, yes, yes, yes. Sorry. Excuse me. Um... Okay. So the reason why you haven't received the benefit cards as of yet is 'cause you just became active this Monday, 3rd. That was when your insurance sent over the payments for the coverage, so your carriers are not gonna be sending those benefits cards out till this Friday 7th. I can take a look and see if we have a copy of them digitally to send to you. That would be wonderful. All right, let me place in a quick call while I take a look in there. All right. Thank you. Thank you. At the value of 16 grand. Oh, so I can accept them? I think so. Thank you so much for holding, Mr. Redden. So we did have those vi- virtual benefits cards available. I have sent them to you. It's gonna be two in total. One of them is both the medical preventative care plan and your vision plan, and the other one will be for your dental. Um, do keep in mind that your medical preventative, it does require network and that it is only your preventative services that will be covered on there, and, and it'll be the same benefit card for yourself and family. Okay. All right. Thank you very much. Of course. Was there anything else we can assist you with today? Uh, no, ma'am. That's it. Okay then. Hope you have a wonderful rest of your day. Thank you for your time today. All right. Thank you. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit 10-0-4. My name is Francesca. How can I assist you today?

Speaker speaker_1: Uh, my name is, uh, William Redden. I was, uh, trying to see when you guys might be... I, I just recently got a job over in and I was just seeing when you guys might

send out the forms. So how can I help?

Speaker speaker_0: Well, let's take a look into your policy. I can advise you whether or not it's active, but I cannot give you a time frame of when you will get it.

Speaker speaker_1: Okay.

Speaker speaker_0: What is the last four of your Social?

Speaker speaker_1: 9136.

Speaker speaker_0: And what staffing company do you work with?

Speaker speaker_1: MAU.

Speaker speaker_0: Can you verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker_1: Uh, March 4th, 2001. And what else did you need? I'm sorry.

Speaker speaker_0: The date of, um, I mean, the address.

Speaker speaker_1: Oh, mailing address?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Uh, 10848 Anderson Road, New Market, South Carolina, 29673.

Speaker speaker_0: And that's the number to reach you down as 864-430-2367?

Speaker speaker_1: That's correct.

Speaker speaker_0: Can I have your email down as first name initial, middle name initial, your last name, number one at gmail.com?

Speaker speaker_1: Okay. So it's, uh, one, one, one M, my first initial, and my middle initial, and my last name?

Speaker speaker_0: And then number one at gmail.com.

Speaker speaker_1: Oh, yes, yes, yes. Sorry.

Speaker speaker_0: Excuse me. Um... Okay. So the reason why you haven't received the benefit cards as of yet is 'cause you just became active this Monday, 3rd. That was when your insurance sent over the payments for the coverage, so your carriers are not gonna be sending those benefits cards out till this Friday 7th. I can take a look and see if we have a copy of them digitally to send to you.

Speaker speaker_1: That would be wonderful.

Speaker speaker_0: All right, let me place in a quick call while I take a look in there.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: Thank you.

Speaker speaker_2: At the value of 16 grand.

Speaker speaker_1: Oh, so I can accept them?

Speaker speaker_2: I think so.

Speaker speaker_0: Thank you so much for holding, Mr. Redding. So we did have those virtual benefits cards available. I have sent them to you. It's gonna be two in total. One of them is both the medical preventative care plan and your vision plan, and the other one will be for your dental. Um, do keep in mind that your medical preventative, it does require network and that it is only your preventative services that will be covered on there, and, and it'll be the same benefit card for yourself and family.

Speaker speaker_3: Okay. All right. Thank you very much.

Speaker speaker_0: Of course. Was there anything else we can assist you with today?

Speaker speaker_3: Uh, no, ma'am. That's it.

Speaker speaker_0: Okay then. Hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker_3: All right. Thank you. Bye.