

## Transcript: Francesca

**Baez-5906435443703808-5643351802167296**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hi, Francesca. My name's Justin Pape. Hello, Justin. What can I get you? Sorry, can you hear me? I, I, I'm probably muffled. That's okay. I took instead a coffee. Um, I've received all my benefit cards except for my actual insurance card. I was just wondering when that would be sent through the mail or do I get a policy number? How does that quite work? 'Cause I'm running low on my medications. Let me see which medical plan you selected. Due to the fact that there's a... There will be just three of them that the carrier doesn't send a physical card, a digital copy sent to the email. What staffing company are you with? I never... Um, currently right now, it is, uh, Staff Solutions out of Springfield, Illinois, 6267... It's, uh, 62702, I believe the ZIP code. Two. Okay. By any chance, it's a Site Staff Solutions? Correct. Okay. And what does it last for of the social? 3415, hon. All right, and lastly, Mr. Pape, can you verify your mailing address and date of birth so I can make sure I located the right account? Yeah, it's 5/13/92, and it is, uh, 2904 Old State Road Alexander, Illinois 62601. There we go. I have the best contact same number you called on, 217-602-6922. Correct. And I have your email down as jwp92791... I mean, .1992@gmail.com. Correct, hon. Okay. How many benefit cards in total did you receive? One. And that's the one that says MetLife, the Vision one, right? Uh, no. This is, uh, just the Vision. Yeah. It is through MetLife and it has a group number, but it just says Vision. It doesn't say Medical on it. Does it have a member ID number on it? It does have a group number. Would you like that? Oh, no, I was just making sure that you got the permanent one, not the temporary that sometimes gets sent out on mistake. No. So do you need to- This is just, uh... What? This is just for Vision. This is not for Medical. All right. Let me- Unless the one for... that says Vision also works for Medical, which I've never had that happen before 'cause we have separate identities. Hm. Let's see. So the reason why you have not received the medical one is 'cause that specific carrier, American Public Life, for some reason with their medical benefit plans, they only do a digital copy sent to the email, which nine out of ten times- I never received it in the mail. Okay. Which nine out of ten times, depending on the settings of your email, it will get added to junk or spam box. Um, but I can provide you a- Yeah, I've never, um... Go ahead. Okay. No, you can go ahead, hon. You can provide me with what? I apologize. No, I was just gonna say, I can provide you with a digital copy to your email, and if you want me to, I can also put in a request for a physical copy to be sent to your home. Please. Of course. Bear with me one moment. I just need to finish downloading it. All right. So I sent it from our office email, which is info@benefitsinacard. Okay. And it will be titled ID Card. All right. Should be coming to you in a minute or two. Okay. Uh, would you like to stay on the phone or are we just, uh, good to disconnect? Um, if you'd like to, I'm more than welcome to stay on the line with you, unless you would like to let the call go. Okay. We'll do something. Is there anything that you... Okay, great. Hold on. Let me pull

up my email folder, hon. All right. Take your time. Okay. Uh, it says ID Card Info, your PDF file Benefit Card attached. I absolutely have it. Thank you very much. All right. And then if you have any other requests or assistance, feel free to give us a callback, and we'll be more than happy to assist you with them. Okay, thank you. Of course. I hope you have a wonderful rest of your day, and thank you for letting us assist you today. All right. Thanks, hon. Bye-bye. Bye. Can I just, like, get a regular fucking card through the mail?

## 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, Francesca. My name's Justin Pape.

Speaker speaker\_0: Hello, Justin. What can I get you?

Speaker speaker\_1: Sorry, can you hear me? I, I, I'm probably muffled.

Speaker speaker\_0: That's okay.

Speaker speaker\_1: I took instead a coffee. Um, I've received all my benefit cards except for my actual insurance card. I was just wondering when that would be sent through the mail or do I get a policy number? How does that quite work? 'Cause I'm running low on my medications.

Speaker speaker\_0: Let me see which medical plan you selected. Due to the fact that there's a... There will be just three of them that the carrier doesn't send a physical card, a digital copy sent to the email. What staffing company are you with?

Speaker speaker\_1: I never... Um, currently right now, it is, uh, Staff Solutions out of Springfield, Illinois, 6267... It's, uh, 62702, I believe the ZIP code. Two. Okay.

Speaker speaker\_0: By any chance, it's a Site Staff Solutions?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. And what does it last for of the social?

Speaker speaker\_1: 3415, hon.

Speaker speaker\_0: All right, and lastly, Mr. Pape, can you verify your mailing address and date of birth so I can make sure I located the right account?

Speaker speaker\_1: Yeah, it's 5/13/92, and it is, uh, 2904 Old State Road Alexander, Illinois 62601.

Speaker speaker\_0: There we go. I have the best contact same number you called on, 217-602-6922.

Speaker speaker\_1: Correct.

Speaker speaker\_0: And I have your email down as jwp92791... I mean,.1992@gmail.com.

Speaker speaker\_1: Correct, hon.

Speaker speaker\_0: Okay. How many benefit cards in total did you receive?

Speaker speaker\_1: One.

Speaker speaker\_0: And that's the one that says MetLife, the Vision one, right?

Speaker speaker\_1: Uh, no. This is, uh, just the Vision. Yeah. It is through MetLife and it has a group number, but it just says Vision. It doesn't say Medical on it.

Speaker speaker\_0: Does it have a member ID number on it?

Speaker speaker\_1: It does have a group number. Would you like that?

Speaker speaker\_0: Oh, no, I was just making sure that you got the permanent one, not the temporary that sometimes gets sent out on mistake.

Speaker speaker\_1: No.

Speaker speaker\_0: So do you need to-

Speaker speaker\_1: This is just, uh...

Speaker speaker\_0: What?

Speaker speaker\_1: This is just for Vision. This is not for Medical.

Speaker speaker\_0: All right. Let me-

Speaker speaker\_1: Unless the one for... that says Vision also works for Medical, which I've never had that happen before 'cause we have separate identities.

Speaker speaker\_0: Hm. Let's see. So the reason why you have not received the medical one is 'cause that specific carrier, American Public Life, for some reason with their medical benefit plans, they only do a digital copy sent to the email, which nine out of ten times-

Speaker speaker\_1: I never received it in the mail.

Speaker speaker\_0: Okay. Which nine out of ten times, depending on the settings of your email, it will get added to junk or spam box. Um, but I can provide you a-

Speaker speaker\_1: Yeah, I've never, um...

Speaker speaker\_0: Go ahead.

Speaker speaker\_1: Okay. No, you can go ahead, hon. You can provide me with what?

Speaker speaker\_0: I apologize. No, I was just gonna say, I can provide you with a digital copy to your email, and if you want me to, I can also put in a request for a physical copy to be sent to your home.

Speaker speaker\_1: Please.

Speaker speaker\_0: Of course. Bear with me one moment. I just need to finish downloading it. All right. So I sent it from our office email, which is info@benefitsinacard.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And it will be titled ID Card.

Speaker speaker\_1: All right.

Speaker speaker\_0: Should be coming to you in a minute or two.

Speaker speaker\_1: Okay. Uh, would you like to stay on the phone or are we just, uh, good to disconnect?

Speaker speaker\_0: Um, if you'd like to, I'm more than welcome to stay on the line with you, unless you would like to let the call go.

Speaker speaker\_1: Okay. We'll do something.

Speaker speaker\_0: Is there anything that you... Okay, great.

Speaker speaker\_1: Hold on. Let me pull up my email folder, hon.

Speaker speaker\_0: All right. Take your time.

Speaker speaker\_1: Okay. Uh, it says ID Card Info, your PDF file Benefit Card attached. I absolutely have it. Thank you very much.

Speaker speaker\_0: All right. And then if you have any other requests or assistance, feel free to give us a callback, and we'll be more than happy to assist you with them.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: Of course. I hope you have a wonderful rest of your day, and thank you for letting us assist you today.

Speaker speaker\_1: All right. Thanks, hon. Bye-bye.

Speaker speaker\_0: Bye.

Speaker speaker\_1: Can I just, like, get a regular fucking card through the mail?