

Transcript: Francesca

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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. Um, my account says that it's not activated, which it should be. So I don't, I don't know what's going on. Yeah. We'll have to take a look and see. Where is it telling you that? Are you in our website? Yeah. It says, "Member or any..." Like, there's not a member or any active groups. And what website are you on? Uh, benefitsinacard.com, the client portal. Are you trying to enroll into that website? Um, I just changed my password to see if that's what it was and- Okay. And why are you on that website? On my phone. No, ma'am. I asked why are you on that website. Like, what are you trying to do in it? Oh. Um, I fell and I hurt my ribs last week and this morning, I, I woke up and my, my coughing was a lot worse. So I'm, I just want to make sure that I can see a doctor. Okay. So that website is not going to give you the benefit cards. The website's only purpose there are for you to be able to get either your staffing company's benefit card or to enroll. Oh. Let me take a look and see which plans you're active on, what are the last four of the social in your staffing company. Uh, 2471 and Terra Staffing, which is now Versella. And what is your last name? McMillan. Please verify your mailing address and your date of birth to make sure I have the right account in front of me. Uh, 7701 West 4th Avenue, Apartment B105 in Kennewick, 99336. Birthday, 05/11/96. I have the best phone number to reach you down as 208-573-2544. Yes. And then I have your email down as your first name, last name at gmail.com, as well as just your last name, 16 at gmail.com? Yes. Okay. So at the moment, you are not active. We have not received payment for your coverage from your staffing company. Seriously? Yes, ma'am. Did you get paid last week? Yeah. Do you remember seeing the deduction of the \$160.29 on it? Let me just see. This happened not too long ago. Give me one second. Yep. The 160? Yes, ma'am. Yeah. That was taken out. Okay. So if you did see the deduction, we just haven't received that payment for your staffing company yet. Okay. I'd be more than happy to provide you the benefit cards, but just keep in mind, in our system, it does not show active yet just due to that, since we haven't received the benefit cards yet. Okay. And th- um, do you think I should call them or wait until a little later because they might pay it today? If you like to, you can call them later on today or tomorrow to make sure that we did receive it. Um, but calling them won't speed up the service of them sending it over to us. It won't speed it up? No, ma'am. It will not, unfortunately. Okay. Well, nevermind then. Thank you. Of course. I do apologize for that. Do you want me to still send you your benefit cards? Uh, no. I have them on my email. I just was wondering why it wasn't letting me log in. I understand. Okay. Thank you. All right. I hope you have a wonderful rest of your 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. Um, my account says that it's not activated, which it should be. So I don't, I don't know what's going on.

Speaker speaker_0: Yeah. We'll have to take a look and see. Where is it telling you that? Are you in our website?

Speaker speaker_1: Yeah. It says, "Member or any..." Like, there's not a member or any active groups.

Speaker speaker_0: And what website are you on?

Speaker speaker_1: Uh, benefitsinacard.com, the client portal.

Speaker speaker_0: Are you trying to enroll into that website?

Speaker speaker_1: Um, I just changed my password to see if that's what it was and-

Speaker speaker_0: Okay. And why are you on that website?

Speaker speaker_1: On my phone.

Speaker speaker_0: No, ma'am. I asked why are you on that website. Like, what are you trying to do in it?

Speaker speaker_1: Oh. Um, I fell and I hurt my ribs last week and this morning, I, I woke up and my, my coughing was a lot worse. So I'm, I just want to make sure that I can see a doctor.

Speaker speaker_0: Okay. So that website is not going to give you the benefit cards. The website's only purpose there are for you to be able to get either your staffing company's benefit card or to enroll.

Speaker speaker_1: Oh.

Speaker speaker_0: Let me take a look and see which plans you're active on, what are the last four of the social in your staffing company.

Speaker speaker_1: Uh, 2471 and Terra Staffing, which is now Versella.

Speaker speaker_0: And what is your last name?

Speaker speaker_1: McMillan.

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

Speaker speaker_1: Uh, 7701 West 4th Avenue, Apartment B105 in Kennewick, 99336. Birthday, 05/11/96.

Speaker speaker_0: I have the best phone number to reach you down as 208-573-2544.

Speaker speaker_1: Yes.

Speaker speaker_0: And then I have your email down as your first name, last name at gmail.com, as well as just your last name, 16 at gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So at the moment, you are not active. We have not received payment for your coverage from your staffing company.

Speaker speaker_1: Seriously?

Speaker speaker_0: Yes, ma'am. Did you get paid last week?

Speaker speaker_1: Yeah.

Speaker speaker_0: Do you remember seeing the deduction of the \$160.29 on it?

Speaker speaker_1: Let me just see. This happened not too long ago. Give me one second. Yep. The 160?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Yeah. That was taken out.

Speaker speaker_0: Okay. So if you did see the deduction, we just haven't received that payment for your staffing company yet.

Speaker speaker_1: Okay.

Speaker speaker_0: I'd be more than happy to provide you the benefit cards, but just keep in mind, in our system, it does not show active yet just due to that, since we haven't received the benefit cards yet.

Speaker speaker_1: Okay. And th- um, do you think I should call them or wait until a little later because they might pay it today?

Speaker speaker_0: If you like to, you can call them later on today or tomorrow to make sure that we did receive it. Um, but calling them won't speed up the service of them sending it over to us.

Speaker speaker_1: It won't speed it up?

Speaker speaker_0: No, ma'am. It will not, unfortunately.

Speaker speaker_1: Okay. Well, nevermind then. Thank you.

Speaker speaker_0: Of course. I do apologize for that. Do you want me to still send you your benefit cards?

Speaker speaker_1: Uh, no. I have them on my email. I just was wondering why it wasn't letting me log in.

Speaker speaker_0: I understand.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: All right. I hope you have a wonderful rest of your day.

Speaker speaker_1: You too.