

Transcript: Franchesca

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Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Hi. I just applied for some coverage, and I have some questions about my account. Okay. What staffing company are you with? Creative Circle. And what are the last four of the social? 19... 9... Oh. 1935. And your last name? Leach, L-E-A-C-H. Okay. And lastly, sir, can you verify your mailing address and date of birth to assure I locate at the correct account? Sure. My address is 1306 High Ridge Parkway in Westchester, Illinois, and my birthday, if you want, is 01-31-59. And zip code? Oh, zip code. Well... Zip code's 60154. Thank you very much. And then I'm on speaker, I believe, correct? Sorry? Um, yes, I'm just asking. Am I on speakerphone? Yeah. It's only the two of us in the room, so is it... My wife is with me. Yeah. Hi. I'm I'm Hi. It's okay. Um, I just needed the verbal authorization to continue the call with you on the speakerphone call. Oh, thank you. Yes, please. Of course. And then the last thing I want to verify, to have your best contact down, is 708-308-2374, same as the one you called on. Yes. And then we have two emails, first one being your first name, middle initial W, last name, @att.net, and then we have rpleach59@gmail.com? Correct. Mm-hmm. All right. So I show you guys currently active on dental, vision, and life insurance. What questions did you guys have? Interesting. We never got anything on the life insurance, and I thought we signed up for the pharmaceutical coverage too. Did we not sign up for that? No, ma'am. It shows the enrollment was only submitted for dental, vision and then the life insurance. Okay. Is that, uh, something we can add on for the, uh... what was it? For the... Pharmaceutical. Yeah. It was for the, um, FreeRx Pharmacy Discount Program. So basically, you guys would be picking up anything that my Medicare didn't. So with FreeRx, it won't just pick up anything. It does have its limitation. Um, it's a membership rather than a insurance, and it will give you access to about 90% of the generic drugs we have in the U.S. You guys are eligible... Oh, FreeRx. Yeah. Never mind. I just realized what that was. Never mind. That'll work. I've tried it for my meds. Uh, are, are we good then? Yeah. Okay. We're all... But we do need paperwork on the life insurance. That's the only thing that we didn't get. We got, we get paperwork and cards for the, um, vision and the dental, but nothing on the life. And also, can you tell me the value on the dental, like how much I can get for my... I mean, how much I can work on my teeth? Yes, ma'am. So the dental plan will give you the annual service coverage of \$500 each year for each of you guys. Okay. Great. And then in regards to the inquiry of the documents for the life insurance, to my understanding, they don't send out a card to sell for it. Um, as far as whether or not they'll send you any documentation on it- Okay. ... I'm not 100% sure. However, I can provide you the phone number for the carrier of that life insurance plan, if you like. Yeah, we just didn't get any, any letter stating that we were accepted. So, um, we're unsure. I mean, what would we do if we needed to file a claim on that? Would we be contacting you? No, ma'am. You'll be reaching out to American Public Life, the carrier for the plan, and then it will

be... Okay. ... submitted through them. American Public Life. Yes, ma'am. Are you speaking with the... Do you have that phone number, please? What's the phone number? Mm-hmm. 800- Yes. ... 256... Yes. ... 8606. Great. Thank you. Thank you so much. Really appreciate your help. Of course. It was our pleasure. You guys have any other questions? No, that'll, that'll be it. Thank you. Of course. Thank you so much for your time today. It was a pleasure speaking with you. Pleasure speaking with you. Take care. Bye-bye. Bye-bye. O-

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi. I just applied for some coverage, and I have some questions about my account.

Speaker speaker_0: Okay. What staffing company are you with?

Speaker speaker_1: Creative Circle.

Speaker speaker_0: And what are the last four of the social?

Speaker speaker_2: 19...

Speaker speaker_1: 9... Oh. 1935.

Speaker speaker_0: And your last name?

Speaker speaker_1: Leach, L-E-A-C-H.

Speaker speaker_0: Okay. And lastly, sir, can you verify your mailing address and date of birth to assure I locate at the correct account?

Speaker speaker_1: Sure. My address is 1306 High Ridge Parkway in Westchester, Illinois, and my birthday, if you want, is 01-31-59.

Speaker speaker_2: And zip code?

Speaker speaker_1: Oh, zip code. Well...

Speaker speaker_2: Zip code's 60154.

Speaker speaker_0: Thank you very much. And then I'm on speaker, I believe, correct?

Speaker speaker_2: Sorry?

Speaker speaker_0: Um, yes, I'm just asking. Am I on speakerphone?

Speaker speaker_2: Yeah. It's only the two of us in the room, so is it...

Speaker speaker_1: My wife is with me.

Speaker speaker_2: Yeah. Hi. I'm

Speaker speaker_3: I'm

Speaker speaker_4: Hi.

Speaker speaker_0: It's okay. Um, I just needed the verbal authorization to continue the call with you on the speakerphone call.

Speaker speaker_1: Oh, thank you. Yes, please.

Speaker speaker_0: Of course. And then the last thing I want to verify, to have your best contact down, is 708-308-2374, same as the one you called on.

Speaker speaker_1: Yes.

Speaker speaker_0: And then we have two emails, first one being your first name, middle initial W, last name, @att.net, and then we have rpleach59@gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: All right. So I show you guys currently active on dental, vision, and life insurance. What questions did you guys have?

Speaker speaker_2: Interesting. We never got anything on the life insurance, and I thought we signed up for the pharmaceutical coverage too. Did we not sign up for that?

Speaker speaker_0: No, ma'am. It shows the enrollment was only submitted for dental, vision and then the life insurance.

Speaker speaker_2: Okay.

Speaker speaker_1: Is that, uh, something we can add on for the, uh... what was it?

Speaker speaker_2: For the...

Speaker speaker_1: Pharmaceutical.

Speaker speaker_2: Yeah. It was for the, um, FreeRx Pharmacy Discount Program. So basically, you guys would be picking up anything that my Medicare didn't.

Speaker speaker_0: So with FreeRx, it won't just pick up anything. It does have its limitation. Um, it's a membership rather than a insurance, and it will give you access to about 90% of the generic drugs we have in the U.S. You guys are eligible...

Speaker speaker_2: Oh, FreeRx. Yeah. Never mind. I just realized what that was. Never mind.

Speaker speaker_1: That'll work.

Speaker speaker_2: I've tried it for my meds.

Speaker speaker_1: Uh, are, are we good then?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. We're all...

Speaker speaker_2: But we do need paperwork on the life insurance. That's the only thing that we didn't get. We got, we get paperwork and cards for the, um, vision and the dental, but nothing on the life. And also, can you tell me the value on the dental, like how much I can get for my... I mean, how much I can work on my teeth?

Speaker speaker_0: Yes, ma'am. So the dental plan will give you the annual service coverage of \$500 each year for each of you guys.

Speaker speaker_2: Okay.

Speaker speaker_1: Great.

Speaker speaker_0: And then in regards to the inquiry of the documents for the life insurance, to my understanding, they don't send out a card to sell for it. Um, as far as whether or not they'll send you any documentation on it-

Speaker speaker_2: Okay.

Speaker speaker_0: ... I'm not 100% sure. However, I can provide you the phone number for the carrier of that life insurance plan, if you like.

Speaker speaker_2: Yeah, we just didn't get any, any letter stating that we were accepted. So, um, we're unsure. I mean, what would we do if we needed to file a claim on that? Would we be contacting you?

Speaker speaker_0: No, ma'am. You'll be reaching out to American Public Life, the carrier for the plan, and then it will be...

Speaker speaker_2: Okay.

Speaker speaker_0: ... submitted through them.

Speaker speaker_2: American Public Life.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Are you speaking with the... Do you have that phone number, please?

Speaker speaker_2: What's the phone number?

Speaker speaker_0: Mm-hmm. 800-

Speaker speaker_1: Yes.

Speaker speaker_0: ... 256...

Speaker speaker_1: Yes.

Speaker speaker_0: ... 8606.

Speaker speaker_1: Great. Thank you.

Speaker speaker_2: Thank you so much. Really appreciate your help.

Speaker speaker_0: Of course. It was our pleasure. You guys have any other questions?

Speaker speaker_2: No, that'll, that'll be it. Thank you.

Speaker speaker_0: Of course. Thank you so much for your time today. It was a pleasure speaking with you.

Speaker speaker_2: Pleasure speaking with you. Take care. Bye-bye.

Speaker speaker_0: Bye-bye.

Speaker speaker_2: O-