

Transcript: Francesca

Baez-6128562654101504-5695832686542848

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-0-CAR. My name is Francesca. How can I assist you today? How you doing, Francesca? Um, I'm at a urgent care, um, and I was told that there was... my insurance isn't, uh, verified in their system. Mm, okay. I could take a look and see. What staffing company do you work with? BG Multifamily. And what are the last four of your Social? 8310. And lastly, what is that last name? Duke. So for security purposes, could you please verify your mailing address and date of birth? 5955 Goodfellow, Apartment A, um, May 12th in '92. We have vessel number 314-688-8486. Correct. We have the email address, first and last name, 074 at gmail.com? Correct. I'm not sure why they're saying it's not verifying 'cause I do show you access as of right now for benefits. Yeah, he said it pulled up something about... You said it said life insurance? No, he said it pulled up something like life insurance, something, something about life insurance, but I'm pretty sure I don't have that. You actually do. Um, the only thing is they, their name of that specific plan, they have it differently worded. It is Term Life and you are enrolled in that plan as well. Oh, okay. Um, I do have to say it is going to be the same carrier as your medical plan. Okay. So it should be the same carrier that they're seeing for the life insurance, American Public Life. Okay. All right. Okay. It does say here you called previously today already and they provided a benefit card. Yes. Were they able to take the policy number from that benefit card? Yes, um, yep, he wrote it down. Okay, let me take a look and see. Let's see. So based on the information that I see here, it should go through. They should be seeing it active. Um, the only other way that I will say maybe they can try to verify it is calling through their customer service line. They might be able to verify through the system or with a live agent instead- Okay. ... if the system itself is not providing it to them online. Okay. All right. Was there anything else that we can assist you with aside from that small issue? That's it. All right. I do hope you have a wonderful rest of your day. If you have any other issues, please feel free to give us a call back. We'll be open till 8:00 PM Eastern Time. Okay, thank you. Thank you. Have a good one.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits 10-0-CAR. My name is Francesca. How can I assist you today?

Speaker speaker_2: How you doing, Francesca? Um, I'm at a urgent care, um, and I was told that there was... my insurance isn't, uh, verified in their system.

Speaker speaker_1: Mm, okay. I could take a look and see. What staffing company do you work with?

Speaker speaker_2: BG Multifamily.

Speaker speaker_1: And what are the last four of your Social?

Speaker speaker_2: 8310.

Speaker speaker_1: And lastly, what is that last name?

Speaker speaker_2: Duke.

Speaker speaker_1: So for security purposes, could you please verify your mailing address and date of birth?

Speaker speaker_2: 5955 Goodfellow, Apartment A, um, May 12th in '92.

Speaker speaker_1: We have vessel number 314-688-8486.

Speaker speaker_2: Correct.

Speaker speaker_1: We have the email address, first and last name, 074 at gmail.com?

Speaker speaker_2: Correct.

Speaker speaker_1: I'm not sure why they're saying it's not verifying 'cause I do show you access as of right now for benefits.

Speaker speaker_2: Yeah, he said it pulled up something about... You said it said life insurance? No, he said it pulled up something like life insurance, something, something about life insurance, but I'm pretty sure I don't have that.

Speaker speaker_1: You actually do. Um, the only thing is they, their name of that specific plan, they have it differently worded. It is Term Life and you are enrolled in that plan as well.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Um, I do have to say it is going to be the same carrier as your medical plan.

Speaker speaker_2: Okay.

Speaker speaker_1: So it should be the same carrier that they're seeing for the life insurance, American Public Life.

Speaker speaker_2: Okay. All right.

Speaker speaker_1: Okay. It does say here you called previously today already and they provided a benefit card.

Speaker speaker_2: Yes.

Speaker speaker_1: Were they able to take the policy number from that benefit card?

Speaker speaker_2: Yes, um, yep, he wrote it down.

Speaker speaker_1: Okay, let me take a look and see. Let's see. So based on the information that I see here, it should go through. They should be seeing it active. Um, the only other way that I will say maybe they can try to verify it is calling through their customer service line. They might be able to verify through the system or with a live agent instead-

Speaker speaker_2: Okay.

Speaker speaker_1: ... if the system itself is not providing it to them online.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Was there anything else that we can assist you with aside from that small issue?

Speaker speaker_2: That's it.

Speaker speaker_1: All right. I do hope you have a wonderful rest of your day. If you have any other issues, please feel free to give us a call back. We'll be open till 8:00 PM Eastern Time.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: Thank you. Have a good one.