

Transcript: Francesca

Baez-6293205645213696-5437443796582400

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hi. I was just calling, um, I thought I signed up for the insurance through here like a month or two ago. I just wanted to check to see if it went through and to see if my insurance is active right now. I'm gonna see. What staffing company do you work with? Uh, I'm through Cara Staffing. And what are the last four of the social and the last name? Last four of the social is 3484, and last name is Rodriguez. R-O-D-R-I-G-U-E-Z. All right. Could you please verify your mailing address and date of birth for security purposes? Uh, yeah. So the address is 1938 Camelback Road, Phoenix, AZ 85016, Apartment 650. And what was the other thing? Your date of birth. Oh, August 12th, '88. We have that. And the best phone number to reach you is 480-737-0481, same as the one you're calling in today? Yes, correct. And we have your email down as jessierod22@yahoo.com? Yes, correct. All right. Okay. So your benefits have been active since September 2nd, 2024. Okay. All right. Perfect. Um, uh, is there any way you could email me my, uh, my insurance card? Sure thing. And then in regards to your Freer X, have you completed your registration? Uh, I don't think so. I wasn't sure I had to. Hmm. Okay. Is there something I need to do for that or have I lost it? No, sir. So it is still active. Um, it won't get deactivated just by you not registering. The thing is you need to register in order to get access to your... in order to get access to your membership itself so that you can access a benefit card. Okay. I can send you a email with the links and the steps for it. Okay. That'd be perfect. All right. And then I'm gonna place you on a quick hold. It seems like the system might be going through an update at the moment. Um, so I'm gonna place you on hold and double check with IT to see if that will be the case. Okay? Okay. No- no rush. Thank you. Thank you. Please hold. I'm so sorry for the long hold, Mr. Rodriguez. Um, so I did try to at least get the policy information, but it's just not gran- the system is not, excuse me, granting me access. Um, I did email it out to the front office. They should be getting back with me, if not by end of today, Monday, so that we can provide you with policy information. Okay. All right. Um, I'll just check my email and if I don't get it by Monday, I'll give a call back. Understood. As soon as I have access to it, I'll give you a call to let you know once it's in your email. Okay? Okay. All right, perfect. Sounds good. All right. Thank you so much for your time. I hope you have a wonderful rest of your day. All right. And thank you for choosing Benefits in a Car. All right, bye. Oh, actually...

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hi. I was just calling, um, I thought I signed up for the insurance through here like a month or two ago. I just wanted to check to see if it went through and to see if my insurance is active right now.

Speaker speaker_1: I'm gonna see. What staffing company do you work with?

Speaker speaker_2: Uh, I'm through Cara Staffing.

Speaker speaker_1: And what are the last four of the social and the last name?

Speaker speaker_2: Last four of the social is 3484, and last name is Rodriguez.
R-O-D-R-I-G-U-E-Z.

Speaker speaker_1: All right. Could you please verify your mailing address and date of birth for security purposes?

Speaker speaker_2: Uh, yeah. So the address is 1938 Camelback Road, Phoenix, AZ 85016, Apartment 650. And what was the other thing?

Speaker speaker_1: Your date of birth.

Speaker speaker_2: Oh, August 12th, '88.

Speaker speaker_1: We have that. And the best phone number to reach you is 480-737-0481, same as the one you're calling in today?

Speaker speaker_2: Yes, correct.

Speaker speaker_1: And we have your email down as jessierod22@yahoo.com?

Speaker speaker_2: Yes, correct.

Speaker speaker_1: All right. Okay. So your benefits have been active since September 2nd, 2024.

Speaker speaker_2: Okay. All right. Perfect. Um, uh, is there any way you could email me my, uh, my insurance card?

Speaker speaker_1: Sure thing. And then in regards to your Freer X, have you completed your registration?

Speaker speaker_2: Uh, I don't think so. I wasn't sure I had to.

Speaker speaker_1: Hmm. Okay.

Speaker speaker_2: Is there something I need to do for that or have I lost it?

Speaker speaker_1: No, sir. So it is still active. Um, it won't get deactivated just by you not registering. The thing is you need to register in order to get access to your... in order to get access to your membership itself so that you can access a benefit card.

Speaker speaker_2: Okay.

Speaker speaker_1: I can send you a email with the links and the steps for it.

Speaker speaker_2: Okay. That'd be perfect.

Speaker speaker_1: All right. And then I'm gonna place you on a quick hold. It seems like the system might be going through an update at the moment. Um, so I'm gonna place you on hold and double check with IT to see if that will be the case. Okay?

Speaker speaker_2: Okay. No- no rush. Thank you.

Speaker speaker_1: Thank you. Please hold. I'm so sorry for the long hold, Mr. Rodriguez. Um, so I did try to at least get the policy information, but it's just not gran- the system is not, excuse me, granting me access. Um, I did email it out to the front office. They should be getting back with me, if not by end of today, Monday, so that we can provide you with policy information.

Speaker speaker_3: Okay. All right. Um, I'll just check my email and if I don't get it by Monday, I'll give a call back.

Speaker speaker_1: Understood. As soon as I have access to it, I'll give you a call to let you know once it's in your email. Okay?

Speaker speaker_3: Okay. All right, perfect. Sounds good.

Speaker speaker_1: All right. Thank you so much for your time. I hope you have a wonderful rest of your day.

Speaker speaker_3: All right.

Speaker speaker_1: And thank you for choosing Benefits in a Car.

Speaker speaker_3: All right, bye.

Speaker speaker_1: Oh, actually...