

Transcript: Franchesca

Baez-6298895768535040-6097542299435008

Full Transcript

Thank you. Central Time, this is Jessica. How can I help you today? Hello? Are you there? Yes, sir. Can you hear me? Yeah. Now I hear you. Okay, um, yeah. I called in yesterday, talked to a young lady and, and she was, uh, supposed to email me some, uh, my cards because I haven't received them yet, and I have a doctor's appointment today. Mm-hmm. And I did not get those. Yeah. Okay. Let's take a look and see where she sent them from. What staffing company do you work with? Serge. And what are the last four of your Social? 3275. And the last name, please. Sir, can you hear me? Yes. Yes, sir. What is your last name? Yes, I can hear you. Yes, sir. Once again, what is your last name? Last name is, uh, Mulvany. I'm sorry? Mulvany. You said Palmy? Hello? What? Hello? Oh, there we go. There you are. Yes, sir. Can you repeat that one more I- one last time? Okay, yeah. It's, uh, Mulvany. M-U-L, V as in Victor, A-N-Y. There we go. Ca- can you verify your mailing address and date of birth to make sure I have the right account in front of me? Yeah. It's, uh, 500 North Walnut Street, Apartment 4, Celina, Ohio 45822. Birthday 11/23/77. All right. We have the best phone number to reach you down as 513-295-4368. Yes. And we have your email down as your last name, ll@gmail.com? Yes. All right. Let's see if I can find that request here. So unfortunately, she did not use a public email and wouldn't be able to tell you what happened to the ones that she was supposed to send. But I can go ahead and re-download them to send them to the email again. Okay. So let me- And if that doesn't work- Go ahead. Um, sir, you said if that doesn't what? I, that... Sir? Yes, hello? Oh, there we go. Yes, sir? Okay. Um, um, what did you say? I'm sorry. It's okay. It's the connection. I was just saying I'm not able to tell you the reason why you did not get the cards that I sent you yesterday 'cause it looks like they did not use a public email. But I'll go ahead and re-download the benefit cards to send them to your email in a minute. I'm just missing the Vision one. Give me one second. All right. I'm going to look for the card. All right, so I'm gonna be sending them from the office email, which is inta.benefitscentercard. Okay. And it will be titled ID Cards. Okay. I'm gonna- And then- When you send that, I'm gonna go ahead and check and make sure it comes through. Of course. Um, and then there's gonna be a phone number in that email- Okay. ... for you to call in the event that you need assistance locating providers in your area. Okay. That's also gonna be the same phone number that your provider for Vision benefits will use to verify coverage when you go to an appointment as well. But if it left my outbox, let me know when you see it in your inbox. All right. I got it. All right. Great. Was there anything else that we can assist you with today aside from that? Hold on. Let me make sure. Oh, it's these? Mm-hmm. Two of them in total. I don't see them. I don't know... Oh, no, I see them. Nevermind. Got it. You got them? All right. All right. Thank you, ma'am. Of course. My pleasure. Have a great day. You too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you. Central Time, this is Jessica. How can I help you today?

Speaker speaker_1: Hello? Are you there?

Speaker speaker_0: Yes, sir. Can you hear me?

Speaker speaker_1: Yeah. Now I hear you. Okay, um, yeah. I called in yesterday, talked to a young lady and, and she was, uh, supposed to email me some, uh, my cards because I haven't received them yet, and I have a doctor's appointment today.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And I did not get those. Yeah.

Speaker speaker_0: Okay. Let's take a look and see where she sent them from. What staffing company do you work with?

Speaker speaker_1: Serge.

Speaker speaker_0: And what are the last four of your Social?

Speaker speaker_1: 3275.

Speaker speaker_0: And the last name, please. Sir, can you hear me?

Speaker speaker_1: Yes.

Speaker speaker_0: Yes, sir. What is your last name?

Speaker speaker_1: Yes, I can hear you.

Speaker speaker_0: Yes, sir. Once again, what is your last name?

Speaker speaker_1: Last name is, uh, Mulvany.

Speaker speaker_0: I'm sorry?

Speaker speaker_1: Mulvany.

Speaker speaker_0: You said Palmy? Hello?

Speaker speaker_1: What? Hello?

Speaker speaker_0: Oh, there we go.

Speaker speaker_1: There you are.

Speaker speaker_0: Yes, sir. Can you repeat that one more l- one last time?

Speaker speaker_1: Okay, yeah. It's, uh, Mulvany. M-U-L, V as in Victor, A-N-Y.

Speaker speaker_0: There we go. Ca- can you verify your mailing address and date of birth to make sure I have the right account in front of me?

Speaker speaker_1: Yeah. It's, uh, 500 North Walnut Street, Apartment 4, Celina, Ohio 45822. Birthday 11/23/77.

Speaker speaker_0: All right. We have the best phone number to reach you down as 513-295-4368.

Speaker speaker_1: Yes.

Speaker speaker_0: And we have your email down as your last name, ll@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. Let's see if I can find that request here. So unfortunately, she did not use a public email and wouldn't be able to tell you what happened to the ones that she was supposed to send. But I can go ahead and re-download them to send them to the email again.

Speaker speaker_1: Okay.

Speaker speaker_0: So let me-

Speaker speaker_1: And if that doesn't work-

Speaker speaker_0: Go ahead. Um, sir, you said if that doesn't what?

Speaker speaker_1: I, that...

Speaker speaker_0: Sir?

Speaker speaker_1: Yes, hello?

Speaker speaker_0: Oh, there we go. Yes, sir?

Speaker speaker_1: Okay. Um, um, what did you say? I'm sorry.

Speaker speaker_0: It's okay. It's the connection. I was just saying I'm not able to tell you the reason why you did not get the cards that I sent you yesterday 'cause it looks like they did not use a public email. But I'll go ahead and re-download the benefit cards to send them to your email in a minute. I'm just missing the Vision one. Give me one second.

Speaker speaker_1: All right.

Speaker speaker_0: I'm going to look for the card. All right, so I'm gonna be sending them from the office email, which is inta.benefitscentercard.

Speaker speaker_1: Okay.

Speaker speaker_0: And it will be titled ID Cards.

Speaker speaker_1: Okay. I'm gonna-

Speaker speaker_0: And then-

Speaker speaker_1: When you send that, I'm gonna go ahead and check and make sure it comes through.

Speaker speaker_0: Of course. Um, and then there's gonna be a phone number in that email-

Speaker speaker_1: Okay.

Speaker speaker_0: ... for you to call in the event that you need assistance locating providers in your area.

Speaker speaker_1: Okay.

Speaker speaker_0: That's also gonna be the same phone number that your provider for Vision benefits will use to verify coverage when you go to an appointment as well. But if it left my outbox, let me know when you see it in your inbox.

Speaker speaker_1: All right. I got it.

Speaker speaker_0: All right. Great. Was there anything else that we can assist you with today aside from that?

Speaker speaker_1: Hold on. Let me make sure. Oh, it's these?

Speaker speaker_0: Mm-hmm. Two of them in total.

Speaker speaker_1: I don't see them. I don't know... Oh, no, I see them. Nevermind. Got it.

Speaker speaker_0: You got them? All right.

Speaker speaker_1: All right. Thank you, ma'am.

Speaker speaker_0: Of course. My pleasure. Have a great day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye-bye.