

Transcript: Franchesca

Baez-6485461037432832-5788116759035904

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Okay. ? Was that about, you know, about the question if your coverage was still active or not? We received that payment to activate it today. Today was also the day they sent the payment to the insurance agency. They would start creating your policy number from today, just like putting it in their system. By this coming Thursday and Friday, your benefit card should be ready. The only thing you need to take into account, specifically speaking of the VIP Standard plan that you chose, is that the company only sends that digital benefit card to the email we have in the system. If you wish, they could place an order for them to send it to you physically, but you would have to place the order. Yes, I would like that, but I also want-- Well, I want to ask you a question. If I had to go to the doctor, let's say, before the physical card came to me, was there any option for me... I mean, if I had to go to the doctor, could I use the benefits of the insurance in some way? The only way I can see at that moment is to give us your social number and identification, given that not even your policy number has been created yet. Um, okay, so I can give you my social number then? What for, excuse me? Oh, yes, well, I don't understand much. What happens is, look, if I make a medical appointment now, let's say, because I urgently need to make a medical appointment... Eh, the other time I called, I did it with you, and the girl told me that there was the option for the clinic to call you, and something like that, but I don't know if you think that can be done. Yes, sir, they can also call you to verify the insurance. Ok. Ok. Well. What I meant when I said she could give you her social number and show her identification is when she goes to the doctor's office. Ok. Ah, yeah, yeah, I understood. Okay. What else was I going to ask you? Then I would like you to send me the physical card as well, to have it. Ok, I just sent the order to your insurance, which would be APL, American Public Life. The maximum number of weeks it should take for that card to arrive would be four weeks from today. Ok, ok, thank you very much. Of course, is there anything else we can assist you with today? No, you're doing great. Thank you very much. Understood. I hope you have a wonderful day. Thank you for your time, and remember that by this coming Thursday and Friday, we should have access to that virtual card, if it is what you want. Ok, ok, thank you very much. You're welcome. I hope you have a wonderful day. Thank you for your time. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Okay. ? Was that about, you know, about the question if your coverage was still active or not? We received that payment to activate it today. Today was also the day they sent the payment

to the insurance agency. They would start creating your policy number from today, just like putting it in their system. By this coming Thursday and Friday, your benefit card should be ready. The only thing you need to take into account, specifically speaking of the VIP Standard plan that you chose, is that the company only sends that digital benefit card to the email we have in the system. If you wish, they could place an order for them to send it to you physically, but you would have to place the order.

Speaker speaker_2: Yes, I would like that, but I also want-- Well, I want to ask you a question. If I had to go to the doctor, let's say, before the physical card came to me, was there any option for me... I mean, if I had to go to the doctor, could I use the benefits of the insurance in some way?

Speaker speaker_0: The only way I can see at that moment is to give us your social number and identification, given that not even your policy number has been created yet.

Speaker speaker_2: Um, okay, so I can give you my social number then?

Speaker speaker_0: What for, excuse me?

Speaker speaker_2: Oh, yes, well, I don't understand much. What happens is, look, if I make a medical appointment now, let's say, because I urgently need to make a medical appointment... Eh, the other time I called, I did it with you, and the girl told me that there was the option for the clinic to call you, and something like that, but I don't know if you think that can be done.

Speaker speaker_0: Yes, sir, they can also call you to verify the insurance.

Speaker speaker_2: Ok. Ok. Well.

Speaker speaker_0: What I meant when I said she could give you her social number and show her identification is when she goes to the doctor's office.

Speaker speaker_2: Ok. Ah, yeah, yeah, I understood. Okay. What else was I going to ask you? Then I would like you to send me the physical card as well, to have it.

Speaker speaker_0: Ok, I just sent the order to your insurance, which would be APL, American Public Life. The maximum number of weeks it should take for that card to arrive would be four weeks from today.

Speaker speaker_2: Ok, ok, thank you very much.

Speaker speaker_0: Of course, is there anything else we can assist you with today?

Speaker speaker_2: No, you're doing great. Thank you very much.

Speaker speaker_0: Understood. I hope you have a wonderful day. Thank you for your time, and remember that by this coming Thursday and Friday, we should have access to that virtual card, if it is what you want.

Speaker speaker_2: Ok, ok, thank you very much.

Speaker speaker_0: You're welcome. I hope you have a wonderful day. Thank you for your time.

Speaker speaker_2: Thank you.