

Transcript: Franchesca

Baez-6752370861195264-5572088883757056

Full Transcript

Thank you for calling Benefits in a Card how can I assist you today? Um, I, I just recently, uh, got se- uh, insurance through you guys through work. I was needing to see if you can get me w- give me my, my numbers so I can get my, uh, prescription. Of course. You should- Because I haven't got my, I haven't got my card just yet. All right. We can go ahead and take a look. The benefits are actually with your staffing company. We don't own them. Which staffing company are you with? Surge. And what are the last four of your Social, Mr. Johnson? It's 5108. And I apologize. You said the name, the first name was Jeffrey? Lewis, L-E-W-I-S. Oh. All right. And lastly, for security purposes, can you please verify your mailing address for me and your date of birth? 5/15/73. The mailing address is 5521 County Road 121, Fort Payne, Alabama 35968. Thank you very much. We have the best phone number to reach you down as the same your 256-706-1180 and we have your email down as mtlew1972@gmail.com. Yes. Um. All right. Let's see. Yeah. I, I talked to a guy, uh, with you guys, uh, uh, I think it was, uh, uh, sometime, sometime, mm, during last week, um, and he told me I'd have to wait till today to get the, the numbers. Yeah, because last week you were just becoming active. Sometimes it does take a little bit longer for us to get access to them. Right. I do wanna say, Mr. Johnson, your current carrier for medical, they only do a digital copy of that benefit card. So you need me to just request for them to send you a physical one as well? Yes. Understood. All right. So I have sent over the one to your email from our office, which is info@benefitsinacard. Okay. And it's gonna be titled Benefit Card. Okay. And I'm also putting in that order for them to send the physical card. It should take max about three to four weeks after today for it to arrive to your home. If you- Okay. ... feel that a month has gone by and you have not seen any sign of your benefit card in your mailbox, give us a call back so that we can go ahead and let them know that you did not receive it. All righty. All right. So you are all set. Thanks. I went ahead and sent you that benefit card. Was there anything else you needed today, Mr. Johnson? That's it. Like I said, I just, I just need to get my medicine. I've been out of it... I've been out for going on two weeks now, and it's my diabetic medicine, so. Oh, no. Yeah. Well, that'll be- I've been, I, I've been doing other things to try to keep my numbers from going skyrocket. But, but, uh, uh, I need to get, I need to get that medicine, so. Well, I do hope that hopefully with that benefit card you're able to get that medication today. Absolutely. All right. All right. Then thank you very much. Of course. It was a pleasure. Have a wonderful rest of your day. Yeah. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card how can I assist you today?

Speaker speaker_1: Um, I, I just recently, uh, got se- uh, insurance through you guys through work. I was needing to see if you can get me w- give me my, my numbers so I can get my, uh, prescription.

Speaker speaker_0: Of course. You should-

Speaker speaker_1: Because I haven't got my, I haven't got my card just yet.

Speaker speaker_0: All right. We can go ahead and take a look. The benefits are actually with your staffing company. We don't own them. Which staffing company are you with?

Speaker speaker_1: Surge.

Speaker speaker_0: And what are the last four of your Social, Mr. Johnson?

Speaker speaker_1: It's 5108.

Speaker speaker_0: And I apologize. You said the name, the first name was Jeffrey?

Speaker speaker_1: Lewis, L-E-W-I-S.

Speaker speaker_0: Oh. All right. And lastly, for security purposes, can you please verify your mailing address for me and your date of birth?

Speaker speaker_1: 5/15/'73. The mailing address is 5521 County Road 121, Fort Payne, Alabama 35968.

Speaker speaker_0: Thank you very much. We have the best phone number to reach you down as the same your 256-706-1180 and we have your email down as mtlew1972@gmail.com.

Speaker speaker_1: Yes. Um.

Speaker speaker_0: All right. Let's see.

Speaker speaker_1: Yeah. I, I talked to a guy, uh, with you guys, uh, uh, I think it was, uh, uh, sometime, sometime, mm, during last week, um, and he told me I'd have to wait till today to get the, the numbers.

Speaker speaker_0: Yeah, because last week you were just becoming active. Sometimes it does take a little bit longer for us to get access to them.

Speaker speaker_1: Right.

Speaker speaker_0: I do wanna say, Mr. Johnson, your current carrier for medical, they only do a digital copy of that benefit card. So you need me to just request for them to send you a physical one as well?

Speaker speaker_1: Yes.

Speaker speaker_0: Understood. All right. So I have sent over the one to your email from our office, which is info@benefitsinacard.

Speaker speaker_1: Okay.

Speaker speaker_0: And it's gonna be titled Benefit Card.

Speaker speaker_1: Okay.

Speaker speaker_0: And I'm also putting in that order for them to send the physical card. It should take max about three to four weeks after today for it to arrive to your home. If you-

Speaker speaker_1: Okay.

Speaker speaker_0: ... feel that a month has gone by and you have not seen any sign of your benefit card in your mailbox, give us a call back so that we can go ahead and let them know that you did not receive it.

Speaker speaker_1: All righty.

Speaker speaker_0: All right. So you are all set.

Speaker speaker_1: Thanks.

Speaker speaker_0: I went ahead and sent you that benefit card. Was there anything else you needed today, Mr. Johnson?

Speaker speaker_1: That's it. Like I said, I just, I just need to get my medicine. I've been out of it... I've been out for going on two weeks now, and it's my diabetic medicine, so.

Speaker speaker_0: Oh, no.

Speaker speaker_1: Yeah.

Speaker speaker_0: Well, that'll be-

Speaker speaker_1: I've been, I, I've been doing other things to try to keep my numbers from going skyrocket. But, but, uh, uh, I need to get, I need to get that medicine, so.

Speaker speaker_0: Well, I do hope that hopefully with that benefit card you're able to get that medication today.

Speaker speaker_1: Absolutely. All right.

Speaker speaker_0: All right.

Speaker speaker_1: Then thank you very much.

Speaker speaker_0: Of course. It was a pleasure. Have a wonderful rest of your day.

Speaker speaker_1: Yeah. You too.

Speaker speaker_0: Bye-bye.