

Transcript: Francesca

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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. Um, my name is Megan Spears and I'm trying to get my, um, health insurance information. Um, I was told it would be provided, um, online only. I'm just trying to get that information so that I can, um, apply it to one of my future doctor visits. Okay. What staffing company do you work with? Uh, should be under Tara or Versella. What are the last four of your Social? 6392. For security purposes, can you please verify your mailing address and date of birth? Yeah. It's, uh, 8228 North 19th Ave., Apartment 525, Phoenix, Arizona 85021. And my birthday is November 9th, 1993. We have a phone number to reach you, 623-205-5044. That's correct. And we have your email down as first and last name 93 at gmail.com. That's correct. All right, bear with me one moment while I place you on hold. I'll be right back. All right, thank you. My pleasure. Thank you so much for holding, Ms. Spears. I went ahead and sent you a copy of that medical card to your email. It's gonna be coming in from our office, which is info@benefitsinacard.com. Okay, perfect. Thank you so much. Of course. And then the last thing is, I believe I forgot to ask last time we spoke. Um, you haven't put any beneficiary for your behavior health or group accident. Would you like to provide one? Uh, not at this time. Understood. Aside from that benefit card, was there anything else we can assist you with today? No, that's it. All right. I hope you have a wonderful d- rest of your day, and thank you so much for calling Benefits in a Card today. All right. Thanks. You, too. All right. Bye.

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. Um, my name is Megan Spears and I'm trying to get my, um, health insurance information. Um, I was told it would be provided, um, online only. I'm just trying to get that information so that I can, um, apply it to one of my future doctor visits.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: Uh, should be under Tara or Versella.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_2: 6392.

Speaker speaker_1: For security purposes, can you please verify your mailing address and date of birth?

Speaker speaker_2: Yeah. It's, uh, 8228 North 19th Ave., Apartment 525, Phoenix, Arizona 85021. And my birthday is November 9th, 1993.

Speaker speaker_1: We have a phone number to reach you, 623-205-5044.

Speaker speaker_2: That's correct.

Speaker speaker_1: And we have your email down as first and last name 93 at gmail.com.

Speaker speaker_2: That's correct.

Speaker speaker_1: All right, bear with me one moment while I place you on hold. I'll be right back.

Speaker speaker_2: All right, thank you.

Speaker speaker_1: My pleasure. Thank you so much for holding, Ms. Spears. I went ahead and sent you a copy of that medical card to your email. It's gonna be coming in from our office, which is info@benefitsinacard.com.

Speaker speaker_2: Okay, perfect. Thank you so much.

Speaker speaker_1: Of course. And then the last thing is, I believe I forgot to ask last time we spoke. Um, you haven't put any beneficiary for your behavior health or group accident. Would you like to provide one?

Speaker speaker_2: Uh, not at this time.

Speaker speaker_1: Understood. Aside from that benefit card, was there anything else we can assist you with today?

Speaker speaker_2: No, that's it.

Speaker speaker_1: All right. I hope you have a wonderful d- rest of your day, and thank you so much for calling Benefits in a Card today.

Speaker speaker_2: All right. Thanks. You, too. All right. Bye.