

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi. I was told that my, um, vision insurance would not end until the 9th, so I went to Costco to file a claim on the 8th, but when Costco tried to look up my SSN in the system, it said that my plan had been deactivated, despite me calling the Friday prior to double-check that it ended on the 9th, and they said it did. So, can you help me out with that? Um, yeah. What's the staffing agency you work for? Uh, Creative Circle. And the last four of your Social? 4-0-3-5. And what was your first and last name? Vivian Nguyen. And for security purposes, could you verify your home address, including city, state, and ZIP code, Vivian? 2248 9th Ave SFCA 94116. And your date of birth? 01-03-92. And a good telephone number I have is 415-264-4287? Correct. And the email I have is your first and last name at Gmail? Correct. Okay, so let's see here. So, you stated you filed a claim at the Vision place on the 8th of February, correct? Well, I tried to, but they couldn't look up... Like, I tried to, but it said my plan wasn't active, but it should've been active till the 9th. That's what you guys said on the phone when I called you. Yeah. So, let's see here. Okay. 'Cause you are showing active coverage for the week of the 3rd through the 9th, so I honestly don't know why they were saying that you weren't active. So, it might be a carrier thing. Um, here. Bear with me one second, okay? Yeah. Okay.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hi. I was told that my, um, vision insurance would not end until the 9th, so I went to Costco to file a claim on the 8th, but when Costco tried to look up my SSN in the system, it said that my plan had been deactivated, despite me calling the Friday prior to double-check that it ended on the 9th, and they said it did. So, can you help me out with that?

Speaker speaker_0: Um, yeah. What's the staffing agency you work for?

Speaker speaker_1: Uh, Creative Circle.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 4-0-3-5.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Vivian Nguyen.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state, and ZIP code, Vivian?

Speaker speaker_1: 2248 9th Ave SFCA 94116.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 01-03-92.

Speaker speaker_0: And a good telephone number I have is 415-264-4287?

Speaker speaker_1: Correct.

Speaker speaker_0: And the email I have is your first and last name at Gmail?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay, so let's see here. So, you stated you filed a claim at the Vision place on the 8th of February, correct?

Speaker speaker_1: Well, I tried to, but they couldn't look up... Like, I tried to, but it said my plan wasn't active, but it should've been active till the 9th. That's what you guys said on the phone when I called you.

Speaker speaker_0: Yeah. So, let's see here. Okay. 'Cause you are showing active coverage for the week of the 3rd through the 9th, so I honestly don't know why they were saying that you weren't active. So, it might be a carrier thing. Um, here. Bear with me one second, okay?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay.