

Transcript: Pamela

Blanc-4672589455867904-6632454336200704

Full Transcript

In the greenhouse. And the card is is... I don't know. Hello? Hi. So I wanted to see if I could get my policy number for my- Who do you work for, sir? I'm sorry? Who do you work for? I work for Texaco. The name of the staffing agency, please. Oh, Partners Personnel. And the last four digits of your social, first and last name. 5174 Rodolfo Garcia. Mr. Garcia, for security reasons just to make sure we are in the correct file, I need to verify your complete address and date of birth. 22876 Adrian Avenue. My birthday is 08/15/2005, and then the city is Moreno Valley, California. Thank you for the information. We have a telephone number on file, 421-6528 and your email is rodolfo.garcia2023@gmail.com. Correct. If you would like, I could send you a copy of the ID card. Uh, yes, could you please? Sure. Um, the email will be coming in from info@benefits Center Card. Check your spam and junk mail. It might go there. Just allow me about a sec- um, minute or two for you to receive it. Okay. And it'll give me my policy number even if it's, like, not active yet? Because I know it's going to activate this Thursday. Like, I, I already have vision. Right now, I already have vision, but I haven't... Like, my, um, my medical and my, um... Yeah, my, like, my- the health one and dental haven't activated yet, but they will this Thursday. Will my policy number still be the same for all of them? No, because they come from different- No? They have to be, um... They're going to be active on Monday. That's, um... On Monday? That's when you're going to be able to use your benefit. It's going to be active Monday? Wait. Hold on. Okay, Monday, um... Why Monday if it's- Because we have to issue the first premium before the benefits are active. It's showing here- It says my, my benefits were going to activate Thursday. So when I, as soon as I get the check... No, they never start on a Thursday, sir. They always do on a Monday after we receive the first premium. Oh, my goodness. Are you serious? Mm-hmm. Um... So the ID card I could send you now is the vision, but those- But it says it's already currently active. It just waiting for this next check to come out. It doesn't... You don't have a policy yet, because the poli- policy will generate after we receive the premium. There's nothing here that I could give you because there's no policy generated yet. Oh. Oh, okay. That's fine. All right. Can I ask you a question? Well, it's because I have a- I have... Excuse me. It's because I have a, an appointment this Friday for my surgery, um, next week, and I... Is there anything I could do with that? Can I ask you a question? No, sir, it's not going to be covered. Okay, it's not going to be covered? It's not active. Oh, my goodness. All right. All right, then. Thank you. No problem. Thank you for giving...

Conversation Format

Speaker speaker_0: In the greenhouse.

Speaker speaker_1: And the card is is...

Speaker speaker_0: I don't know. Hello? Hi. So I wanted to see if I could get my policy number for my-

Speaker speaker_1: Who do you work for, sir?

Speaker speaker_0: I'm sorry?

Speaker speaker_1: Who do you work for?

Speaker speaker_0: I work for Texaco.

Speaker speaker_1: The name of the staffing agency, please.

Speaker speaker_0: Oh, Partners Personnel.

Speaker speaker_1: And the last four digits of your social, first and last name.

Speaker speaker_0: 5174 Rodolfo Garcia.

Speaker speaker_1: Mr. Garcia, for security reasons just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_0: 22876 Adrian Avenue. My birthday is 08/15/2005, and then the city is Moreno Valley, California.

Speaker speaker_1: Thank you for the information. We have a telephone number on file, 421-6528 and your email is rodolfo.garcia2023@gmail.com.

Speaker speaker_0: Correct.

Speaker speaker_1: If you would like, I could send you a copy of the ID card.

Speaker speaker_0: Uh, yes, could you please?

Speaker speaker_1: Sure. Um, the email will be coming in from info@benefits Center Card. Check your spam and junk mail. It might go there. Just allow me about a sec- um, minute or two for you to receive it.

Speaker speaker_0: Okay. And it'll give me my policy number even if it's, like, not active yet? Because I know it's going to activate this Thursday. Like, I, I already have vision. Right now, I already have vision, but I haven't... Like, my, um, my medical and my, um... Yeah, my, like, my- the health one and dental haven't activated yet, but they will this Thursday. Will my policy number still be the same for all of them?

Speaker speaker_1: No, because they come from different-

Speaker speaker_0: No?

Speaker speaker_1: They have to be, um... They're going to be active on Monday. That's, um...

Speaker speaker_0: On Monday?

Speaker speaker_1: That's when you're going to be able to use your benefit.

Speaker speaker_0: It's going to be active Monday? Wait. Hold on. Okay, Monday, um... Why Monday if it's-

Speaker speaker_1: Because we have to issue the first premium before the benefits are active. It's showing here-

Speaker speaker_0: It says my, my benefits were going to activate Thursday. So when I, as soon as I get the check...

Speaker speaker_1: No, they never start on a Thursday, sir. They always do on a Monday after we receive the first premium.

Speaker speaker_0: Oh, my goodness. Are you serious?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um...

Speaker speaker_1: So the ID card I could send you now is the vision, but those-

Speaker speaker_0: But it says it's already currently active. It just waiting for this next check to come out.

Speaker speaker_1: It doesn't... You don't have a policy yet, because the poli- policy will generate after we receive the premium. There's nothing here that I could give you because there's no policy generated yet.

Speaker speaker_0: Oh. Oh, okay. That's fine.

Speaker speaker_1: All right.

Speaker speaker_2: Can I ask you a question?

Speaker speaker_0: Well, it's because I have a- I have... Excuse me. It's because I have a, an appointment this Friday for my surgery, um, next week, and I... Is there anything I could do with that?

Speaker speaker_2: Can I ask you a question?

Speaker speaker_1: No, sir, it's not going to be covered.

Speaker speaker_0: Okay, it's not going to be covered?

Speaker speaker_1: It's not active.

Speaker speaker_0: Oh, my goodness. All right. All right, then. Thank you.

Speaker speaker_1: No problem. Thank you for giving...