

Transcript: Pamela

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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 ... speaking, how may I help you? Um, hi, can you hear me? Yes, ma'am. Um, my name's Erin and I'm with Creative Circle Agency and I'm trying to, um, renew my, uh, Benefits in a Card and I'm on the portal right now where I can select future coverage and I'm having trouble selecting, um, term life and the vision, but it's letting me select everything else. I want to keep my- my most current plan. You wanna keep it as it is? Yes. Oh, so you don't have to do anything. Okay. Um... But I- I could check the account to make sure nothing was changed. Um, you say ATC, right? Creative Circle. Sorry? Yes, Creative Circle. Creative Circle. May I have the last four digits of your Social so I can pull up your file? Um, 0179. And can you repeat your first and last name for me? Yes. It's Erin, E-R-I-N, last name is P-E-D-I-G-O. Okay. Ms. Pedigo, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? Yes. Uh, address is 1411 Wood Hollow Drive, Apartment 34302 Houston, Texas 77057 and date of birth is 03/14/87. All right. Thank you for the information. We do not have a telephone number in case we need to reach you. Um, the phone number you're calling from is a good number? Yeah. Okay. And your email's your first name. your last name@yahoo.com? Yeah. So everything will stay the same. Um, so you have EnsurePlus, Premier, Group Accident, Dental, Term Life and Vision. That's correct, yes. Okay. So it will stay the same. Okay. Um, I just wasn't sure because the little green box that says, "Current Coverage" says- Mm-hmm. ... begins July and ends January 5th, so is it going to automatically roll over into- Yes. Mm-hmm. Okay. That's right. Yes. So will it be active like the second week of January, or... Um, your benefits are active at this time. It's just gonna roll over. They're just gonna keep doing the, making the deductions. Okay. Um, I just wanted to make sure that, uh, they were active and that if they needed to be renewed we could renew them, but if- if it's still going then that's- I guess that's what I needed to know. So I don't need to re-enroll? Do you, uh, working this week? Um, yes. I- I work this week. Okay. So we should be able to receive the- the premium for the benefits for Monday, on the 6th. Okay. Um... Right? So I was just making sure I didn't need to re-enroll. No. No, you don't have to. Okay. Well, you've been super helpful. Um, I really appreciate it. All right. Thank you for giving us a call today. Have a great weekend. Oh, uh, I did have a question. Will I get, um, new cards in the mail for 2025? No. You- you can use the same one unless you misplace them and you need to request new ones. Um, I- I have them, I think, but I was just, uh, making sure that I didn't need to get new ones for the new year. No problem. Okay. Um, I have vision, dental and accident and everything, so I think I have all the cards and if I don't need new ones, then that's good. I- I wanted to ask about that too. Okay, no problem. Okay. Well, I really appreciate it. Okay. Thank you for giving us a call today. Have a great rest of the day. Thanks. You too.

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 ... speaking, how may I help you?

Speaker speaker_2: Um, hi, can you hear me?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Um, my name's Erin and I'm with Creative Circle Agency and I'm trying to, um, renew my, uh, Benefits in a Card and I'm on the portal right now where I can select future coverage and I'm having trouble selecting, um, term life and the vision, but it's letting me select everything else. I want to keep my- my most current plan.

Speaker speaker_1: You wanna keep it as it is?

Speaker speaker_2: Yes.

Speaker speaker_1: Oh, so you don't have to do anything.

Speaker speaker_2: Okay. Um...

Speaker speaker_1: But I- I could check the account to make sure nothing was changed. Um, you say ATC, right? Creative Circle.

Speaker speaker_2: Sorry? Yes, Creative Circle.

Speaker speaker_1: Creative Circle. May I have the last four digits of your Social so I can pull up your file?

Speaker speaker_2: Um, 0179.

Speaker speaker_1: And can you repeat your first and last name for me?

Speaker speaker_2: Yes. It's Erin, E-R-I-N, last name is P-E-D-I-G-O.

Speaker speaker_1: Okay. Ms. Pedigo, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_2: Yes. Uh, address is 1411 Wood Hollow Drive, Apartment 34302 Houston, Texas 77057 and date of birth is 03/14/87.

Speaker speaker_1: All right. Thank you for the information. We do not have a telephone number in case we need to reach you. Um, the phone number you're calling from is a good number?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. And your email's your first name. your last name@yahoo.com?

Speaker speaker_2: Yeah.

Speaker speaker_1: So everything will stay the same. Um, so you have EnsurePlus, Premier, Group Accident, Dental, Term Life and Vision.

Speaker speaker_2: That's correct, yes.

Speaker speaker_1: Okay. So it will stay the same.

Speaker speaker_2: Okay. Um, I just wasn't sure because the little green box that says, "Current Coverage" says-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... begins July and ends January 5th, so is it going to automatically roll over into-

Speaker speaker_1: Yes. Mm-hmm.

Speaker speaker_2: Okay.

Speaker speaker_1: That's right. Yes.

Speaker speaker_2: So will it be active like the second week of January, or...

Speaker speaker_1: Um, your benefits are active at this time. It's just gonna roll over. They're just gonna keep doing the, making the deductions.

Speaker speaker_2: Okay. Um, I just wanted to make sure that, uh, they were active and that if they needed to be renewed we could renew them, but if- if it's still going then that's- I guess that's what I needed to know. So I don't need to re-enroll?

Speaker speaker_1: Do you, uh, working this week?

Speaker speaker_2: Um, yes. I- I work this week.

Speaker speaker_1: Okay. So we should be able to receive the- the premium for the benefits for Monday, on the 6th.

Speaker speaker_2: Okay. Um...

Speaker speaker_1: Right?

Speaker speaker_2: So I was just making sure I didn't need to re-enroll.

Speaker speaker_1: No. No, you don't have to.

Speaker speaker_2: Okay. Well, you've been super helpful. Um, I really appreciate it.

Speaker speaker_1: All right. Thank you for giving us a call today. Have a great weekend.

Speaker speaker_2: Oh, uh, I did have a question. Will I get, um, new cards in the mail for 2025?

Speaker speaker_1: No. You- you can use the same one unless you misplace them and you need to request new ones.

Speaker speaker_2: Um, I- I have them, I think, but I was just, uh, making sure that I didn't need to get new ones for the new year.

Speaker speaker_1: No problem.

Speaker speaker_2: Okay. Um, I have vision, dental and accident and everything, so I think I have all the cards and if I don't need new ones, then that's good. I- I wanted to ask about that too.

Speaker speaker_1: Okay, no problem.

Speaker speaker_2: Okay. Well, I really appreciate it.

Speaker speaker_1: Okay. Thank you for giving us a call today. Have a great rest of the day.

Speaker speaker_2: Thanks. You too.