

Transcript: Pamela

Blanc-5966231093592064-5803003948515328

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. This is Randal speaking. How may I help you? Yes, I just got my benefits card, and they all say vision on 'em, and I need my health card, my health insurance. So, it will depends on the insurance of the plan that you have chosen. Some of the plan, the carrier do not send physical card. For the medical, they will send you... They will send it to you email. But if you provide me with the last four digits of your Social and the staffing agency you work for, I will look up your file, and we could find out if you get a physical or the digital card. Okay. So my, you mean my Social Security, the last four of my Social Security? Yes, sir. 9306. And your first and last name, sir? Mark Baker. Who do you work for? PRC Staffing. Thank you for the information. Mr. Baker, for security reasons and just to make sure I am in the correct file, we need to verify your complete address and date of birth. Okay. 2730 Cambridge Court, Stehekin Lodge, NTON-98388. And what was the other thing you need? My date of birth? Yes, sir. 10/10/65. Thank you. We have a phone number on file. Um, 253-691-0549, and your email is mbaker@synonymouspartners.com? I'm sorry. I'm trying to sign in. That's fine. Yes, that's correct. Okay. Um, all right. So, the plan that you have is actually the bi- um, VIP Plus. They do not send physical card. It probably went to you email. It... Uh, the email should be coming in from APL, American Public Life. APL. I have recei- What was that? North Carolina benefits. Hold on, hold on. I got something from 'em. I just want to see if this is it. Oh, so this is APL All fricking great. Son of a bitch. All right, thank you. No problem. Anything else ?

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 Car. This is Randal speaking. How may I help you?

Speaker speaker_2: Yes, I just got my benefits card, and they all say vision on 'em, and I need my health card, my health insurance.

Speaker speaker_1: So, it will depends on the insurance of the plan that you have chosen. Some of the plan, the carrier do not send physical card. For the medical, they will send you... They will send it to you email. But if you provide me with the last four digits of your Social and the staffing agency you work for, I will look up your file, and we could find out if you get a physical or the digital card.

Speaker speaker_2: Okay. So my, you mean my Social Security, the last four of my Social Security?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: 9306.

Speaker speaker_1: And your first and last name, sir?

Speaker speaker_2: Mark Baker.

Speaker speaker_1: Who do you work for?

Speaker speaker_2: PRC Staffing.

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

Speaker speaker_2: Okay. 2730 Cambridge Court, Stehekin Lodge, NTON-98388. And what was the other thing you need? My date of birth?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: 10/10/65.

Speaker speaker_1: Thank you. We have a phone number on file. Um, 253-691-0549, and your email is mbaker@synonymouspartners.com? I'm sorry. I'm trying to sign in.

Speaker speaker_2: That's fine. Yes, that's correct.

Speaker speaker_1: Okay. Um, all right. So, the plan that you have is actually the bi- um, VIP Plus. They do not send physical card. It probably went to you email. It... Uh, the email should be coming in from APL, American Public Life.

Speaker speaker_2: APL. I have recei-

Speaker speaker_1: What was that?

Speaker speaker_2: North Carolina benefits. Hold on, hold on. I got something from 'em. I just want to see if this is it. Oh, so this is APL All fricking great. Son of a bitch. All right, thank you.

Speaker speaker_1: No problem. Anything else ?