

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Oh, yeah. How are you doing today? Good, and you, sir? How are you doing today? Good, and you? Oh, yeah, I'm doing fine. I have a question there. I had my... I, I hav- uh, received my email for my Benefits in a, in a Card. So I'm able to use this when I get a, uh, h- like, a local place to go to the doctor and see, like, get checked out or whatever? So you received the card, you said, right? No, I, I received the email about the Benefits on the Card, because I, uh, they said that I was gonna receive a email. Okay. But I don't have the, uh, physical. You're kind of cutting off, sir. Okay. Okay. So the e-... Um, let's check up on you, um, information. Uh, let's see. May I have the last four digits of your Social and the staffing agency you're working for? Um, 8464, uh, and Surge Staffing. 8464? Yes. You said your email, your name is Sean High. Yes. Okay. And sir, I have four security reasons just to make sure I am in the correct file. Can you please verify your complete address and date of birth? Uh, 606 Blaze Street, New Albany, Mississippi, 38652. Date of birth is 9/20/78. All right, thank you for the information. We have a phone number on file 662-316-1788. Yes. Okay. It's, um, and your email is sean.high24@gmail.com. Yes. Okay. So your benefits just became effective today. Right. Um, you should be receiving your ID card sometime next week. Oh, next week? Um, yes. You, now, if you need to use the benefits, you could give us a call, I would say Thursday, and they should be available to us in the system, and we will send your temporary ones to your email. Send me a temporary what now? ID card. Yeah, that's what I was asking about. I wonder, so you, that's the only time you can send it, a Thursday? Yeah. Right now, what I could check if we have a policy available, um, and, but the ID cards are not generated in the system yet. Oh, okay. But if you need to go to the doctor, you could have, you could give them our phone number and we can let them know that, yes, your benefits are active, but we're still waiting on the ID card. Okay, okay. But the name of this Benefit in a Card? That's, uh, your carrier's name is APL. Hold on, hold on. Let me write this. American Public Life. Just one minute. One sec. The insurance carrier is who, now? American Public- Okay. ... Life. Uh, American Public? Yes, sir. Life. Public. You said life as in L-I-F-E? Yes, sir. Life. Okay, okay. American Public Life. Okay. That's the name of the insurance, correct, you said? Yes, sir. Okay, all right. All right. Okay, 'cause I'm trying to make note. I really need a... I had went to the doctor's last couple weeks at the hospital. I didn't have it. I don't know, I might have to just tell them that I gotta make another one for my kidneys. I feel like my kidney's been, uh, messing up. Oh. I have kidney issues. And it's- Well, um, I was checking to see if I have the policy number available, but it's not. But if you want to give us a call tomorrow, I'll try... We'll probably be able to get you a policy number. Oh, tomorrow? Mm-hmm. But not the card, the policy number, though. Oh, okay. All right. All right. I'll give y'all some... Okay. All right. Thank you for giving me a call. Have a great rest of your day, sir. All right. Thank you. All right.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Oh, yeah. How are you doing today?

Speaker speaker_0: Good, and you, sir?

Speaker speaker_1: How are you doing today?

Speaker speaker_0: Good, and you?

Speaker speaker_1: Oh, yeah, I'm doing fine. I have a question there. I had my... I, I hav- uh, received my email for my Benefits in a, in a Card. So I'm able to use this when I get a, uh, h-like, a local place to go to the doctor and see, like, get checked out or whatever?

Speaker speaker_0: So you received the card, you said, right?

Speaker speaker_1: No, I, I received the email about the Benefits on the Card, because I, uh, they said that I was gonna receive a email.

Speaker speaker_0: Okay.

Speaker speaker_1: But I don't have the, uh, physical.

Speaker speaker_0: You're kind of cutting off, sir.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. So the e-... Um, let's check up on you, um, information. Uh, let's see. May I have the last four digits of your Social and the staffing agency you're working for?

Speaker speaker_1: Um, 8464, uh, and Surge Staffing.

Speaker speaker_0: 8464?

Speaker speaker_1: Yes.

Speaker speaker_0: You said your email, your name is Sean High.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And sir, I have four security reasons just to make sure I am in the correct file. Can you please verify your complete address and date of birth?

Speaker speaker_1: Uh, 606 Blaze Street, New Albany, Mississippi, 38652. Date of birth is 9/20/78.

Speaker speaker_0: All right, thank you for the information. We have a phone number on file 662-316-1788.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. It's, um, and your email is sean.high24@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So your benefits just became effective today.

Speaker speaker_1: Right.

Speaker speaker_0: Um, you should be receiving your ID card sometime next week.

Speaker speaker_1: Oh, next week?

Speaker speaker_0: Um, yes. You, now, if you need to use the benefits, you could give us a call, I would say Thursday, and they should be available to us in the system, and we will send your temporary ones to your email.

Speaker speaker_1: Send me a temporary what now?

Speaker speaker_0: ID card.

Speaker speaker_1: Yeah, that's what I was asking about. I wonder, so you, that's the only time you can send it, a Thursday?

Speaker speaker_0: Yeah. Right now, what I could check if we have a policy available, um, and, but the ID cards are not generated in the system yet.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: But if you need to go to the doctor, you could have, you could give them our phone number and we can let them know that, yes, your benefits are active, but we're still waiting on the ID card.

Speaker speaker_1: Okay, okay. But the name of this Benefit in a Card?

Speaker speaker_0: That's, uh, your carrier's name is APL.

Speaker speaker_1: Hold on, hold on. Let me write this.

Speaker speaker_0: American Public Life.

Speaker speaker_1: Just one minute. One sec. The insurance carrier is who, now?

Speaker speaker_0: American Public-

Speaker speaker_1: Okay.

Speaker speaker_0: ... Life.

Speaker speaker_1: Uh, American Public?

Speaker speaker_0: Yes, sir. Life.

Speaker speaker_1: Public. You said life as in L-I-F-E?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Life. Okay, okay. American Public Life. Okay. That's the name of the insurance, correct, you said?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay, all right. All right. Okay, 'cause I'm trying to make note. I really need a... I had went to the doctor's last couple weeks at the hospital. I didn't have it. I don't know, I might have to just tell them that I gotta make another one for my kidneys. I feel like my kidney's been, uh, messing up.

Speaker speaker_0: Oh.

Speaker speaker_1: I have kidney issues. And it's-

Speaker speaker_0: Well, um, I was checking to see if I have the policy number available, but it's not. But if you want to give us a call tomorrow, I'll try... We'll probably be able to get you a policy number.

Speaker speaker_1: Oh, tomorrow?

Speaker speaker_0: Mm-hmm. But not the card, the policy number, though.

Speaker speaker_1: Oh, okay. All right.

Speaker speaker_0: All right.

Speaker speaker_1: I'll give y'all some... Okay.

Speaker speaker_0: All right. Thank you for giving me a call. Have a great rest of your day, sir.

Speaker speaker_1: All right. Thank you. All right.