

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. This is Pamela speaking. How may I help you? Hi, um, my name is Terry Lineberry and I just started a new contract with Creative Circle and I wanted to sign up again for the Benefits in a Card. Okay, you said Creative Circle? Yes. May I have the last four digits of your Social so I can pull up your file? Sure, it's 6451. And can you repeat your name for me please? Terry Lineberry. You said the last four was 6751? Ma'am? No, it's, um, 6451. Sorry. I'm sorry about that. All right. Ms. Lineberry, for security reasons and just to make sure we are in the correct file, can we please verify your complete address and date of birth? Um, 502 Cypress Vista, Houston, Texas 77094. And date of birth is 05/07/60. All right. Thank you for the information. Uh, we have the phone number, 281-216-5258 and your email's your first name, last name at gmail.com? That's, that's correct. All right. Um, you want to reinstate the benefits? Yes, please. Can you see the coverage I had last time? Yes. Um, and actually... Yeah, that's- Actually, to reinstate, it will be exactly what you had that we allowed to do. Okay, perfect. All right. That's fine. Um, so see we got it in. The medical group accident, dental, which is the combo, the bundle with the life and vision, critical illness, stay healthy and . Let's see. Wanna see how long it was. So since... One, two, three, four. For your medical card, let me double check because I believe for your medical card you're going to need a new card, but for the dental and vision it might be the same one. You know, would you be able to get me new ones of everything because I'm not even sure I saved that stuff when it expired last time? Okay. Um, so the benefits will take about one to two weeks for the... to start. Let me see what the system tell me. So if we receive the premium on time, your benefits should be active by the first week of December. Okay. All right. So what we're gonna need is for you to give us a call that week just to make sure they are, they are active and we could request the new ID card. All right? Okay. But as far as you getting payment, will Creative Circle just automatically send it to you? Yes, ma'am. Okay. We're going to send the information to Creative Circle and let them know that you requested to be reinstated in the benefits and then they will do the process. All right. That sounds good. All right. Is there anything else I could do for you? I don't think so. I just have to remember to call you back in December. No problem. Thank you. . Have a good- Okay. Have a good day. Thanks. Bye-bye.

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. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi, um, my name is Terry Lineberry and I just started a new contract with Creative Circle and I wanted to sign up again for the Benefits in a Card.

Speaker speaker_1: Okay, you said Creative Circle?

Speaker speaker_2: Yes.

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

Speaker speaker_2: Sure, it's 6451.

Speaker speaker_1: And can you repeat your name for me please?

Speaker speaker_2: Terry Lineberry.

Speaker speaker_1: You said the last four was 6751? Ma'am?

Speaker speaker_2: No, it's, um, 6451.

Speaker speaker_1: Sorry. I'm sorry about that. All right. Ms. Lineberry, for security reasons and just to make sure we are in the correct file, can we please verify your complete address and date of birth?

Speaker speaker_2: Um, 502 Cypress Vista, Houston, Texas 77094. And date of birth is 05/07/60.

Speaker speaker_1: All right. Thank you for the information. Uh, we have the phone number, 281-216-5258 and your email's your first name, last name at gmail.com?

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

Speaker speaker_1: All right. Um, you want to reinstate the benefits?

Speaker speaker_2: Yes, please. Can you see the coverage I had last time?

Speaker speaker_1: Yes. Um, and actually...

Speaker speaker_2: Yeah, that's-

Speaker speaker_1: Actually, to reinstate, it will be exactly what you had that we allowed to do.

Speaker speaker_2: Okay, perfect.

Speaker speaker_1: All right. That's fine. Um, so see we got it in. The medical group accident, dental, which is the combo, the bundle with the life and vision, critical illness, stay healthy and . Let's see. Wanna see how long it was. So since... One, two, three, four. For your medical card, let me double check because I believe for your medical card you're going to need a new card, but for the dental and vision it might be the same one.

Speaker speaker_2: You know, would you be able to get me new ones of everything because I'm not even sure I saved that stuff when it expired last time?

Speaker speaker_1: Okay. Um, so the benefits will take about one to two weeks for the... to start. Let me see what the system tell me. So if we receive the premium on time, your benefits should be active by the first week of December.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. So what we're gonna need is for you to give us a call that week just to make sure they are, they are active and we could request the new ID card. All right?

Speaker speaker_2: Okay. But as far as you getting payment, will Creative Circle just automatically send it to you?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay.

Speaker speaker_1: We're going to send the information to Creative Circle and let them know that you requested to be reinstated in the benefits and then they will do the process.

Speaker speaker_2: All right. That sounds good.

Speaker speaker_1: All right. Is there anything else I could do for you?

Speaker speaker_2: I don't think so. I just have to remember to call you back in December.

Speaker speaker_1: No problem. Thank you. . Have a good-

Speaker speaker_2: Okay. Have a good day. Thanks.

Speaker speaker_1: Bye-bye.