

Transcript: Pamela

Blanc-6526191066890240-5017171944488960

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. Yes, ma'am. I'm actually calling on behalf of my, um, significant other. He has not received a medical insurance card, and this was the only number I could locate and his email, and I wasn't sure if you would be able to assist with that or who we could reach out to get that? Yes. We could help him. Is he with you? Ah, yes, ma'am. Give me one second. Let me go in the room where he's at. Okay. Richard? What? Shut off your TikTok. Okay. Yes, ma'am. He's in the room with me. Mm. Okay. So I need him to tell me what's the name of the temp agency he works for and the last four digits of his Social. I work for AmeriStaff. And the last four of your Social, baby. 6976. 6976. AmeriStaff? Yep. And what was the first and last name? Richard Singly. Mr. Singly, for security reasons, just to make sure we are in the correct file, we need to verify your complete address and date of birth. Uh, date of birth 7/7/71. And it's 1174 Lower Lane, Harlinsville, Virginia. Okay. Um, is your ZIP code 24078? Yeah. Thank you. So we have a phone number on file, 828-341-0232, and your email is your first name, your last name, 79 at email dot com? Yeah. Yeah. Okay. So you haven't received none of your ID card or just the medical? The only one he's received is his vision. Okay. Is it, is this address has an apartment number? No, ma'am. It's a house. Okay. I'm gonna put in a brief hold so I can pull up the ID card so I co- I can email those to you- Mm-hmm. ... uh, while I, and then I could request this go once we send out again to you. Just bear with me. Okay, great. Thanks. Thank you. Yes, ma'am. Thank you. Okay. Perfect. Thank you. Yeah. Ma'am? Yes, ma'am. Thank you for holding. So I went ahead and emailed his ID card. Uh, the dental and, and his medical. Yes, ma'am. I will request those ID card to be sent out, um, physical, physical card to be sent out to him. It does take seven to 10 days for the physical. Okay. I also emailed him on how to register online for his, uh, prescription plan. Check your sp- um, check the spam and junk mail. Okay. It might go there and it's coming from info@benefitsinacard. All right? Okay. Perfect. Thank you. Um, so, um, now that I have you guys on the phone, I, he has a life insurance, but, um, I don't see... Let me see. He doesn't have a beneficiary. A beneficiary, that's it. And we want someone else or call back for that information? Okay, baby. You have life insurance set up, but you don't have a beneficiary set up. Do you want... Do that at another time? I'll do it at another time. Okay. Did you hear that, ma'am? Yes, ma'am. Thank you for the information. Have a great rest of the day. Thank you. You too. 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. Yes, ma'am. I'm actually calling on behalf of my, um, significant other. He has not received a medical insurance card, and this was the only number I could locate and his email, and I wasn't sure if you would be able to assist with that or who we could reach out to get that?

Speaker speaker_1: Yes. We could help him. Is he with you?

Speaker speaker_2: Ah, yes, ma'am. Give me one second. Let me go in the room where he's at.

Speaker speaker_1: Okay.

Speaker speaker_2: Richard?

Speaker speaker_3: What?

Speaker speaker_2: Shut off your TikTok. Okay. Yes, ma'am. He's in the room with me.

Speaker speaker_1: Mm. Okay. So I need him to tell me what's the name of the temp agency he works for and the last four digits of his Social.

Speaker speaker_3: I work for AmeriStaff.

Speaker speaker_2: And the last four of your Social, baby.

Speaker speaker_3: 6976.

Speaker speaker_1: 6976. AmeriStaff?

Speaker speaker_3: Yep.

Speaker speaker_1: And what was the first and last name?

Speaker speaker_3: Richard Singly.

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

Speaker speaker_3: Uh, date of birth 7/7/71. And it's 1174 Lower Lane, Harlinsville, Virginia.

Speaker speaker_1: Okay. Um, is your ZIP code 24078?

Speaker speaker_3: Yeah.

Speaker speaker_1: Thank you. So we have a phone number on file, 828-341-0232, and your email is your first name, your last name, 79 at email dot com?

Speaker speaker_3: Yeah.

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. So you haven't received none of your ID card or just the medical?

Speaker speaker_2: The only one he's received is his vision.

Speaker speaker_1: Okay. Is it, is this address has an apartment number?

Speaker speaker_2: No, ma'am. It's a house.

Speaker speaker_1: Okay. I'm gonna put in a brief hold so I can pull up the ID card so I co- I can email those to you-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... uh, while I, and then I could request this go once we send out again to you. Just bear with me.

Speaker speaker_2: Okay, great. Thanks.

Speaker speaker_1: Thank you.

Speaker speaker_2: Yes, ma'am. Thank you.

Speaker speaker_1: Okay. Perfect. Thank you.

Speaker speaker_2: Yeah.

Speaker speaker_1: Ma'am?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Thank you for holding. So I went ahead and emailed his ID card. Uh, the dental and, and his medical.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: I will request those ID card to be sent out, um, physical, physical card to be sent out to him. It does take seven to 10 days for the physical.

Speaker speaker_2: Okay.

Speaker speaker_1: I also emailed him on how to register online for his, uh, prescription plan. Check your sp- um, check the spam and junk mail.

Speaker speaker_2: Okay.

Speaker speaker_1: It might go there and it's coming from info@benefitsinacard. All right?

Speaker speaker_2: Okay. Perfect. Thank you.

Speaker speaker_1: Um, so, um, now that I have you guys on the phone, I, he has a life insurance, but, um, I don't see... Let me see. He doesn't have a beneficiary.

Speaker speaker_2: A beneficiary, that's it.

Speaker speaker_1: And we want someone else or call back for that information?

Speaker speaker_2: Okay, baby. You have life insurance set up, but you don't have a beneficiary set up. Do you want... Do that at another time?

Speaker speaker_3: I'll do it at another time.

Speaker speaker_2: Okay. Did you hear that, ma'am?

Speaker speaker_1: Yes, ma'am. Thank you for the information. Have a great rest of the day.

Speaker speaker_2: Thank you. You too.

Speaker speaker_1: Bye-bye.