

Transcript: VICTORIA

Taylor-4852211428802560-6467214862893056

Full Transcript

Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Hi. Um, I'm just calling 'cause I need to, uh, I just got insurance with you guys and I need to, uh, they said I have to request my card. Okay. What's the name of the agency you work for? Verso. And the last four of your Social? 1142. And your first and last name? It's Albert Laca. Okay. Do you mind verifying your address and date of birth? Yeah. It's, uh, tw- uh, 2800 Argola Drive, uh, September, or Burlingame, California 94010, and the date of birth is September 23rd, 1995. And then phone number 650-753-3016? Yes. And then email is first name, last name, 741 at gmail.com? Correct. Okay. Um, so it looks like your coverage just became active this week, so you should be getting the ID card- Mm-hmm. ... um, for dental and vision by mail. Now, are you wanting to request the medical by mail as well? Because that's typically emailed to you. Uh, yeah. I mean, they said it was emailed, but they said I, I could call them. Or last time I talked to you guys, they said I could call and request the actual card to be sent. I don't know if I'm mis- might've misheard something or... No, that's what, essentially what I'm asking you is do you want the medical ID card to be e- like mailed to you, to your f- Yeah. Yes. ... mailing address? Okay. Gotcha. All right. So I will go ahead and put in the request to have it mailed to you. And then, like I said, the dental and vision are, are sent by mail, and you probably just haven't gotten it because it takes about seven to 10 business days to get those. Yeah, no, that's fine. I just wanted to, uh, request the other one, but- Okay. ... since you guys said that, but yeah. All righty. I will go ahead and put in the request to have the medical mailed as well, and did you need help with anything else? No, that's it. All right. You have a wonderful day. All right. Awesome. Thank you. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card, this is Victoria. How can I help you?

Speaker speaker_1: Hi. Um, I'm just calling 'cause I need to, uh, I just got insurance with you guys and I need to, uh, they said I have to request my card.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Verso.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 1142.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: It's Albert Laca.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: Yeah. It's, uh, tw- uh, 2800 Argola Drive, uh, September, or Burlingame, California 94010, and the date of birth is September 23rd, 1995.

Speaker speaker_0: And then phone number 650-753-3016?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is first name, last name, 741 at gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Um, so it looks like your coverage just became active this week, so you should be getting the ID card-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... um, for dental and vision by mail. Now, are you wanting to request the medical by mail as well? Because that's typically emailed to you.

Speaker speaker_1: Uh, yeah. I mean, they said it was emailed, but they said I, I could call them. Or last time I talked to you guys, they said I could call and request the actual card to be sent. I don't know if I'm mis- might've misheard something or...

Speaker speaker_0: No, that's what, essentially what I'm asking you is do you want the medical ID card to be e- like mailed to you, to your f-

Speaker speaker_1: Yeah. Yes.

Speaker speaker_0: ... mailing address? Okay. Gotcha. All right. So I will go ahead and put in the request to have it mailed to you. And then, like I said, the dental and vision are, are sent by mail, and you probably just haven't gotten it because it takes about seven to 10 business days to get those.

Speaker speaker_1: Yeah, no, that's fine. I just wanted to, uh, request the other one, but-

Speaker speaker_0: Okay.

Speaker speaker_1: ... since you guys said that, but yeah.

Speaker speaker_0: All righty. I will go ahead and put in the request to have the medical mailed as well, and did you need help with anything else?

Speaker speaker_1: No, that's it.

Speaker speaker_0: All right. You have a wonderful day.

Speaker speaker_1: All right. Awesome. Thank you.

Speaker speaker_0: Thank you. Bye-bye.