

Transcript: VICTORIA

Taylor-4852599346479104-6240179094863872

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Victoria. How can I help you? Hi. Um, I'm calling because I signed up through my agency during open enrollment at the beginning of January, and, um, I have my free Rx card. Like, I can access that on the... under the portal I have. But I also signed up for additional Benefits in a Card, um, benefits, and I think they're pro- like, I think they're probably different from the free Rx number that I have, and when I go to... there's an option where it says like, "Email me my ID card," but that's not available yet. So, I'm mostly wondering how I can access, like, other elements of, like, my plan number and things like that for stuff that isn't free Rx. Okay. Uh, what's the name of the agency you work for? Creative Circle. All right. And the last four of your Social? Uh, 1894. All right. And your first and last name? Uh, first name is Mikhail. Last name is Svetov. And then, uh, do you mind verifying your address and date of birth? Yeah. It's, uh, 7 Bow Street, Salem, Massachusetts 01970. And, uh, date of birth is July 2nd, 1992. Okay. Is your phone number the same one you're calling from? Yes. Okay. And then email is hello@s-v-e-t-o-v.co? Correct. Okay. Um, okay. Let me look up your ID cards, and I can email you copies. Um. Okay. I know the dent- vision and the MEC Stay Healthy ID card will be mailed to you. Um, they're probably on the way- Oh. ... in the mail. But the, um- Oh, great. ... Basics is typically emailed to you. Okay. Either way, I can copy some- Thank you so much. That's super helpful. You're welcome. Give me just a few seconds, and I will be right back. Okay. Thank you for holding. Um, I was able to go ahead and send th- uh, both of your medical ID cards and your dental and vision to your email. Thank you very much. I appreciate that. Yes, sir. Do you need help with anything else? Uh, no, that'll be it. All righty. You have a wonderful day. All right. You too. Take care. Thank you. Bye-bye. Yeah. 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 Victoria. How can I help you?

Speaker speaker_2: Hi. Um, I'm calling because I signed up through my agency during open enrollment at the beginning of January, and, um, I have my free Rx card. Like, I can access that on the... under the portal I have. But I also signed up for additional Benefits in a Card, um, benefits, and I think they're pro- like, I think they're probably different from the free Rx number that I have, and when I go to... there's an option where it says like, "Email me my ID card," but

that's not available yet. So, I'm mostly wondering how I can access, like, other elements of, like, my plan number and things like that for stuff that isn't free Rx.

Speaker speaker_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_2: Creative Circle.

Speaker speaker_1: All right. And the last four of your Social?

Speaker speaker_2: Uh, 1894.

Speaker speaker_1: All right. And your first and last name?

Speaker speaker_2: Uh, first name is Mikhail. Last name is Svetov.

Speaker speaker_1: And then, uh, do you mind verifying your address and date of birth?

Speaker speaker_2: Yeah. It's, uh, 7 Bow Street, Salem, Massachusetts 01970. And, uh, date of birth is July 2nd, 1992.

Speaker speaker_1: Okay. Is your phone number the same one you're calling from?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then email is hello@s-v-e-t-o-v.co?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. Um, okay. Let me look up your ID cards, and I can email you copies. Um.

Speaker speaker_2: Okay.

Speaker speaker_1: I know the dent- vision and the MEC Stay Healthy ID card will be mailed to you. Um, they're probably on the way-

Speaker speaker_2: Oh.

Speaker speaker_1: ... in the mail. But the, um-

Speaker speaker_2: Oh, great.

Speaker speaker_1: ... Basics is typically emailed to you.

Speaker speaker_2: Okay.

Speaker speaker_1: Either way, I can copy some-

Speaker speaker_2: Thank you so much. That's super helpful.

Speaker speaker_1: You're welcome. Give me just a few seconds, and I will be right back.

Speaker speaker_2: Okay.

Speaker speaker_1: Thank you for holding. Um, I was able to go ahead and send th- uh, both of your medical ID cards and your dental and vision to your email.

Speaker speaker_2: Thank you very much. I appreciate that.

Speaker speaker_1: Yes, sir. Do you need help with anything else?

Speaker speaker_2: Uh, no, that'll be it.

Speaker speaker_1: All righty. You have a wonderful day.

Speaker speaker_2: All right. You too. Take care.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Yeah. Bye.