

Transcript: VICTORIA

Taylor-4889124480696320-6253211935522816

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Um, good, uh, morning. This is Troy Samuel. Yeah, I'm calling about my health insurance. Um, they only sent me my... Hello? I'm here. Okay, they only sent me my, my, my, my dental and my eye insurance and I was feeling sick. I went to the doctor yesterday, and they asked me if I have any, um, health insurance, so I tell them I'm going to have to call my insurance company and find out what happened, but I'm supposed to get my health insurance. Okay. Um, what's the name of the agency you work for? Uh, GRC. And the last four of your social? Uh, 5927... Okay, do you mind verifying your address and date of birth? January 3rd, 1981. Uh, 30... My, my, my address? Yes, sir. 272 Ellsbury Boulevard, McDonald's, zip code 30252. Okay, phone number 470-836-6220? Correctly. And then email is troymoore1981@gmail.com? Correctly. Okay. Um, let's see. Okay, so you're wondering about your medical ID card? Yeah. Because I only got the dental. They, they didn't... I didn't get the card for dental. They only sent me a copy of it in my email. I used this other dentist, but, uh, went to the doctors yesterday and they asked me if I have any insurance. And I told them I'm going to have to call my insurance company and find out what happened because I'm supposed to get my health insurance. Okay, so I'm looking at the email that was sent to you on the 29th of October. Yes. That email has your vision, your dental and the, uh, hospital indemnity medical ID card. It has the hospital medical... What? So the email that was sent to you on the 29th of Octob- u- uh, excuse me, the 29th of October. Yes. Has your vision ID card. It has your dental ID card, and it also has the hospital indemnity medical ID card attached to it. Well, I only see, I only have... I only see a tool. You only see what? Can you resend it? Can you, can you resend it for me, please? Sure. Give me one second. All right. I drive and still... Hmm? I thought you were driving... You would be driving audio, right? Okay, so it just sent. All right, let me check my email. Hold on one second. Okay. It's, uh, it's, uh, HMDGBF. What brand does it stand under? Uh, it's going to be coming from info@benefitsandacard.com. Okay. Okay, so I got... I think two of them, right? There should be three PDF attachments. Are you looking at this on a phone? Yes. Scroll to the bottom of the email and you should see three PDF attachments. Yeah, I see three of them. Okay. One of... One up top, one in the middle, one down here. Three of them. We're going to want you- But the one without the APL, that's the one... That's the... That one? No, sir. You have two different APL cards. On the ID card it will tell you specifically what it's for. So one of the APL ID cards is for your dental. The other one that is labeled Limited Benefit Med Plan VIP, that is your medical. Okay. No, there are no more. Okay. You can go right now. All right. Thank you. You're welcome. Have a good day. Yeah.... Where is it? 2020... . Do you need me to disconnect? Yeah, you can disconnect. Thank you. Thank you. Bye-bye. All right, 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 on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Um, good, uh, morning. This is Troy Samuel. Yeah, I'm calling about my health insurance. Um, they only sent me my... Hello?

Speaker speaker_1: I'm here.

Speaker speaker_2: Okay, they only sent me my, my, my, my dental and my eye insurance and I was feeling sick. I went to the doctor yesterday, and they asked me if I have any, um, health insurance, so I tell them I'm going to have to call my insurance company and find out what happened, but I'm supposed to get my health insurance.

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

Speaker speaker_2: Uh, GRC.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: Uh, 5927...

Speaker speaker_1: Okay, do you mind verifying your address and date of birth?

Speaker speaker_2: January 3rd, 1981. Uh, 30... My, my, my address?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: 272 Ellsbury Boulevard, McDonald's, zip code 30252.

Speaker speaker_1: Okay, phone number 470-836-6220?

Speaker speaker_2: Correctly.

Speaker speaker_1: And then email is troymoore1981@gmail.com?

Speaker speaker_2: Correctly.

Speaker speaker_1: Okay. Um, let's see. Okay, so you're wondering about your medical ID card?

Speaker speaker_2: Yeah. Because I only got the dental. They, they didn't... I didn't get the card for dental. They only sent me a copy of it in my email. I used this other dentist, but, uh, went to the doctors yesterday and they asked me if I have any insurance. And I told them I'm going to have to call my insurance company and find out what happened because I'm supposed to get my health insurance.

Speaker speaker_1: Okay, so I'm looking at the email that was sent to you on the 29th of October.

Speaker speaker_2: Yes.

Speaker speaker_1: That email has your vision, your dental and the, uh, hospital indemnity medical ID card.

Speaker speaker_2: It has the hospital medical... What?

Speaker speaker_1: So the email that was sent to you on the 29th of Octob- u- uh, excuse me, the 29th of October.

Speaker speaker_2: Yes.

Speaker speaker_1: Has your vision ID card. It has your dental ID card, and it also has the hospital indemnity medical ID card attached to it.

Speaker speaker_2: Well, I only see, I only have... I only see a tool.

Speaker speaker_1: You only see what?

Speaker speaker_2: Can you resend it? Can you, can you resend it for me, please?

Speaker speaker_1: Sure. Give me one second.

Speaker speaker_2: All right. I drive and still... Hmm? I thought you were driving... You would be driving audio, right? Okay, so it just sent. All right, let me check my email. Hold on one second.

Speaker speaker_1: Okay.

Speaker speaker_2: It's, uh, it's, uh, HMDGBF. What brand does it stand under?

Speaker speaker_1: Uh, it's going to be coming from info@benefitsandacard.com.

Speaker speaker_2: Okay. Okay, so I got... I think two of them, right?

Speaker speaker_1: There should be three PDF attachments. Are you looking at this on a phone?

Speaker speaker_2: Yes.

Speaker speaker_1: Scroll to the bottom of the email and you should see three PDF attachments.

Speaker speaker_2: Yeah, I see three of them.

Speaker speaker_1: Okay.

Speaker speaker_2: One of... One up top, one in the middle, one down here. Three of them.

Speaker speaker_1: We're going to want you-

Speaker speaker_2: But the one without the APL, that's the one... That's the... That one?

Speaker speaker_1: No, sir. You have two different APL cards. On the ID card it will tell you specifically what it's for. So one of the APL ID cards is for your dental. The other one that is labeled Limited Benefit Med Plan VIP, that is your medical.

Speaker speaker_2: Okay. No, there are no more. Okay.

Speaker speaker_3: You can go right now.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: You're welcome. Have a good day.

Speaker speaker_2: Yeah.... Where is it? 2020... .

Speaker speaker_1: Do you need me to disconnect?

Speaker speaker_2: Yeah, you can disconnect. Thank you.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: All right, bye-bye.