

Transcript: VICTORIA

Taylor-5235275177705472-6661893813223424

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. My name's Sabrina. Um, I had just started a new insurance policy this year, and I believe the company, uh, has changed. Um, so I just wanted to find out what my current... whoop... like, what my current info would be, um, be... to submit a claim, and will I get insurance cards in the mail s- yet? Okay. Uh, let me- You there? Yes, I'm here. What's the name of the agency you work for? Creative Circle. And the last four of your Social? 3164. Okay. And, uh, your first and last name again. Sabrina Gilmore. S-A-B-R-I-N-A. Gilmore. G-I-L-M-O-R-E. Okay. Do you mind verifying your address and date of birth? Not at all. It's 3940 Beach Street, Apartment 1, Cincinnati, Ohio 45227 four eight 71. Okay. And then phone number of 835-5204? Yes. Okay. And then I have two different emails. I have sabrina@thankyouandjoy.com and then sabrinagilmore@gmail.com. Yeah, that first one is preferable. Okay. So, it looks like your coverage just became active last week, so you should be getting the ID card soon. Um, I can try and look up copies and email those to you. Okay, thanks. Um, now, I did get one emailed, um, but it says Dental... Group Voluntary Dental on it, so I don't... I need, like, the main insurance card, I would think. So, yeah, hopefully that's available. You mean the medical? Medical, yeah. ... seconds. I'm going to look up all copies of your ID cards and send all of them to you. Okay. Awesome. I have a claim I need- I'll be right back. Oh, gotcha. I'm sorry, what were you gonna say? Um, I have a claim that I need to submit from last week, so I was wondering if I could get the, um, info that I need to give them. Gotcha. All of that information should be on the, uh, actual ID card. It comes with instructions on, on how to submit the claims. Okay. Would you be able to email that to me so that I can get that straightened out today? Yes, ma'am. I'm going to look up copies of your ID cards and email them to you. And like I said, the, the claim information will be on the actual ID card. Okay, perfect. Thank you so much. Yes, ma'am. Give me just a few seconds. I want to put you on a brief hold, and I will be right back. Okie doke. All righty. Thank you so much for holding. So, I just sent that to your email. Do you have a way to check and make sure you got it? Yeah, I've got it right here. Let's see. Amazing. Okay. I think I see it. Good vision. Great. Okay. Um, okay, I see... The first one I see is, uh, vision... Okro... Yes, that says vision. And then the second one says, limited benefit hospital indemnity. Is that the medical card? Yes. And then on the right side of the actual ID card, it'll say submit claims and it provides an address for you. All right, perfect. Yeah, that's it. That's the info I need. Appreciate it. Yes, ma'am. You have a wonderful day. Alrighty. You too. Bye-bye. 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, Victoria. My name's Sabrina. Um, I had just started a new insurance policy this year, and I believe the company, uh, has changed. Um, so I just wanted to find out what my current... whoop... like, what my current info would be, um, be... to submit a claim, and will I get insurance cards in the mail s- yet?

Speaker speaker_0: Okay. Uh, let me-

Speaker speaker_1: You there?

Speaker speaker_0: Yes, I'm here. What's the name of the agency you work for?

Speaker speaker_1: Creative Circle.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 3164.

Speaker speaker_0: Okay. And, uh, your first and last name again.

Speaker speaker_1: Sabrina Gilmore. S-A-B-R-I-N-A. Gilmore. G-I-L-M-O-R-E.

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

Speaker speaker_1: Not at all. It's 3940 Beach Street, Apartment 1, Cincinnati, Ohio 45227 four eight 71.

Speaker speaker_0: Okay. And then phone number of 835-5204?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then I have two different emails. I have sabrina@thankyouandjoy.com and then sabrinagilmore@gmail.com.

Speaker speaker_1: Yeah, that first one is preferable.

Speaker speaker_0: Okay. So, it looks like your coverage just became active last week, so you should be getting the ID card soon. Um, I can try and look up copies and email those to you.

Speaker speaker_1: Okay, thanks. Um, now, I did get one emailed, um, but it says Dental... Group Voluntary Dental on it, so I don't... I need, like, the main insurance card, I would think. So, yeah, hopefully that's available.

Speaker speaker_0: You mean the medical?

Speaker speaker_1: Medical, yeah.

Speaker speaker_0: ... seconds. I'm going to look up all copies of your ID cards and send all of them to you.

Speaker speaker_1: Okay. Awesome. I have a claim I need-

Speaker speaker_0: I'll be right back.

Speaker speaker_1: Oh, gotcha.

Speaker speaker_0: I'm sorry, what were you gonna say?

Speaker speaker_1: Um, I have a claim that I need to submit from last week, so I was wondering if I could get the, um, info that I need to give them.

Speaker speaker_0: Gotcha. All of that information should be on the, uh, actual ID card. It comes with instructions on, on how to submit the claims.

Speaker speaker_1: Okay. Would you be able to email that to me so that I can get that straightened out today?

Speaker speaker_0: Yes, ma'am. I'm going to look up copies of your ID cards and email them to you. And like I said, the, the claim information will be on the actual ID card.

Speaker speaker_1: Okay, perfect. Thank you so much.

Speaker speaker_0: Yes, ma'am. Give me just a few seconds. I want to put you on a brief hold, and I will be right back.

Speaker speaker_1: Okie doke.

Speaker speaker_0: All righty. Thank you so much for holding. So, I just sent that to your email. Do you have a way to check and make sure you got it?

Speaker speaker_1: Yeah, I've got it right here. Let's see. Amazing. Okay. I think I see it. Good vision. Great. Okay. Um, okay, I see... The first one I see is, uh, vision... Okro... Yes, that says vision. And then the second one says, limited benefit hospital indemnity. Is that the medical card?

Speaker speaker_0: Yes. And then on the right side of the actual ID card, it'll say submit claims and it provides an address for you.

Speaker speaker_1: All right, perfect. Yeah, that's it. That's the info I need. Appreciate it.

Speaker speaker_0: Yes, ma'am. You have a wonderful day.

Speaker speaker_1: Alrighty. You too. Bye-bye.

Speaker speaker_0: Bye-bye.