

Transcript: VICTORIA

Taylor-5260836687364096-5845394554142720

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hey, so my name is Alex Abel. Um, I called probably about 30 minutes ago, um, and they gave me the direct line to, um, my, uh, medical supplier for my insurance card, but I don't think that was the right number. Okay. Um, let me pull up your file. What's the name of the agency you work for? MAU. And the last four of your Social? 8075. Okay. Um, do you mind verifying your address and date of birth? Yes, ma'am. It's, uh, 128 Ancestry Lane, uh, Mowers Corner, South Carolina 29456, or 29461, sorry. And date of birth's 10/13/87. And then phone number, 826-9254? Yes, ma'am. All right, and then email is just alexabel00@gmail? Yes, ma'am. Okay. Um, all right. So, the medical plan that you have is, like, a combination of two different insurance carriers. So, like, the preventative side is covered under 90 Degree Benefit, and then the non-preventative would be through American Public Life. So, do you know- All right. So there's- ... which one you were trying to contact? But they didn't, they didn't tell me that. So I... So, the... Chris sent me the digital copy of my, my vision and dental card. Uh, but he couldn't access the system to get me my medical card. Um, so he called. He always said he called, um, he called them directly and they said that they would email me a digital copy of my medical card. Well, I haven't heard from them, so I called back and I spoke to another young lady, and then she, uh, she didn't try and reach out for me. She just gave me the phone number for them. So I tried to call, but, uh, uh, maybe, maybe I misheard a digit, uh, but it was, it was definitely not anything medical-related. Okay. Um, let's see. So it looks like... All right, give me one second. Um... Yes, ma'am. The phone number that you have, is it 833-4296? No, she told me 4291. Okay. Yeah, so it's 833-4296. Yeah, 6. And then when you call that number... Yeah. So it should be 4296 at the end. Now, when you call that number- Okay. ... it's gonna take you through a prompt system. At that point, you wanna make sure to hit option one. Okay. Mm-hmm. Perfect. All right. Well, I, I'll do that then. Yes, sir. Do you need help with anything else? No, ma'am. You've been a really big help. I super appreciate it. Yes, sir. You have a wonderful day. You too. Thanks. Thanks a lot. 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: Hey, so my name is Alex Abel. Um, I called probably about 30 minutes ago, um, and they gave me the direct line to, um, my, uh, medical supplier for my insurance card, but I don't think that was the right number.

Speaker speaker_0: Okay. Um, let me pull up your file. What's the name of the agency you work for?

Speaker speaker_1: MAU.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 8075.

Speaker speaker_0: Okay. Um, do you mind verifying your address and date of birth?

Speaker speaker_1: Yes, ma'am. It's, uh, 128 Ancestry Lane, uh, Mowers Corner, South Carolina 29456, or 29461, sorry. And date of birth's 10/13/87.

Speaker speaker_0: And then phone number, 826-9254?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right, and then email is just alexabel00@gmail?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Um, all right. So, the medical plan that you have is, like, a combination of two different insurance carriers. So, like, the preventative side is covered under 90 Degree Benefit, and then the non-preventative would be through American Public Life. So, do you know-

Speaker speaker_1: All right. So there's-

Speaker speaker_0: ... which one you were trying to contact?

Speaker speaker_1: But they didn't, they didn't tell me that. So I... So, the... Chris sent me the digital copy of my, my vision and dental card. Uh, but he couldn't access the system to get me my medical card. Um, so he called. He always said he called, um, he called them directly and they said that they would email me a digital copy of my medical card. Well, I haven't heard from them, so I called back and I spoke to another young lady, and then she, uh, she didn't try and reach out for me. She just gave me the phone number for them. So I tried to call, but, uh, uh, maybe, maybe I misheard a digit, uh, but it was, it was definitely not anything medical-related.

Speaker speaker_0: Okay. Um, let's see. So it looks like... All right, give me one second. Um...

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: The phone number that you have, is it 833-4296?

Speaker speaker_1: No, she told me 4291.

Speaker speaker_0: Okay. Yeah, so it's 833-4296.

Speaker speaker_1: Yeah, 6.

Speaker speaker_0: And then when you call that number... Yeah. So it should be 4296 at the end. Now, when you call that number-

Speaker speaker_1: Okay.

Speaker speaker_0: ... it's gonna take you through a prompt system. At that point, you wanna make sure to hit option one.

Speaker speaker_1: Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Perfect. All right. Well, I, I'll do that then.

Speaker speaker_0: Yes, sir. Do you need help with anything else?

Speaker speaker_1: No, ma'am. You've been a really big help. I super appreciate it.

Speaker speaker_0: Yes, sir. You have a wonderful day.

Speaker speaker_1: You too. Thanks. Thanks a lot. Bye-bye.

Speaker speaker_0: Bye-bye.