

Transcript: VICTORIA

Taylor-5491263784140800-5906324457570304

Full Transcript

Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Hey, how you doing? Good. How are you? Um, so I did a sign up for the benefits and I don't know how like, uh, like do you guys have to send a card or something, right? Yeah. So, um, ID cards are made and sent to you, uh, within seven to 10 business days of the coverage being active. Uh- Okay. ... the majority of the ID cards are mailed but depending on the medical loo plan, excuse me, depending on the medical plan that you choose, sometimes the ID card is emailed to you. Okay. Can you make sure I have like a plan 'cause like I know I signed up for it, but I don't know like if I have it. Because the dude was supposed to call me back, but he never called, like got back to me, so. Okay. Um, what's the name of the agency you work for? MAU. And the last four of your Social? 4182. Okay. And let's see, your first and last name? Darius Atkins. Do you mind verifying your address and date of birth? Uh, 30572, Highway 76, Clinton, South Carolina. And your date of birth? And u- 03-18-2002. Okay. So the address we have, that might be what the issue is. I have 157 Cement Street, Third Street. No, that's, that's the right, that's, uh... So I told them that that's gonna be like my mailing address and then- Okay. ... where I live at is 30572 because I don't have a mailbox at my house and it just, um, goes to my dad's house, my mail. Okay. Gotcha. Uh, phone number 980-234-9574? Yes, ma'am. All right. And then email is gonna be your first name, last initial, 1102 at gmail? Yeah. Make sure the O is a zero, just to make sure. Some people get it confused. Yeah. Okay, perfect. Um, yeah, I mean, I see that you're enrolled into a couple different things for you and your spouse and it looks like the coverage is currently active. Okay. So I might have got the card, I don't know. But my dad hasn't said anything. I asked him to check the mail but I don't know if my card's been sent to my h- uh, his house or not. So I just want to make sure it gets sent again or something, I guess. Um, I can like email you copies of your ID card so you have the email copies. I mean, they work just s- the same as like a, a copy that would've been mailed to you. Um, but yeah, the- Oh, for... Oh, okay. ... they should have been sent out by now. Yeah. So, um, let me look it up. Do you mind emailing it then? I'm sorry? Uh, I said do you mind emailing it to me then? Yeah. No worries. I can, uh, email those. Give me just a few seconds so I can look them up and then I'll be right back. Okay. Thank you. All righty. Thank you so much for holding. So I just sent those to your email. Hello? Yes, I'm here. Um, I just sent those- Oh. ... IDs to your email. Yeah, I, I just got it. All righty. Um. Did- And, uh, one more question. Sure. So how do, how do I use it? 'Cause this like my first time, like, signing up for something like this, so... Um, I actually included instructions in that email on how to find providers for medical, dental and vision. There's a website- Oh, okay. ... that you can go onto for each, or there's a phone number that you can call and they can help you find a provider in network. Okay. Yes, sir. Well, that'll be it. All righty. Well, you have a wonderful day. Thank you. You too. Thank you. 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, how you doing?

Speaker speaker_0: Good. How are you?

Speaker speaker_1: Um, so I did a sign up for the benefits and I don't know how like, uh, like do you guys have to send a card or something, right?

Speaker speaker_0: Yeah. So, um, ID cards are made and sent to you, uh, within seven to 10 business days of the coverage being active. Uh-

Speaker speaker_1: Okay.

Speaker speaker_0: ... the majority of the ID cards are mailed but depending on the medical loo plan, excuse me, depending on the medical plan that you choose, sometimes the ID card is emailed to you.

Speaker speaker_1: Okay. Can you make sure I have like a plan 'cause like I know I signed up for it, but I don't know like if I have it. Because the dude was supposed to call me back, but he never called, like got back to me, so.

Speaker speaker_0: Okay. Um, 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: 4182.

Speaker speaker_0: Okay. And let's see, your first and last name?

Speaker speaker_1: Darius Atkins.

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

Speaker speaker_1: Uh, 30572, Highway 76, Clinton, South Carolina.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: And u- 03-18-2002.

Speaker speaker_0: Okay. So the address we have, that might be what the issue is. I have 157 Cement Street, Third Street.

Speaker speaker_1: No, that's, that's the right, that's, uh... So I told them that that's gonna be like my mailing address and then-

Speaker speaker_0: Okay.

Speaker speaker_1: ... where I live at is 30572 because I don't have a mailbox at my house and it just, um, goes to my dad's house, my mail.

Speaker speaker_0: Okay. Gotcha. Uh, phone number 980-234-9574?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. And then email is gonna be your first name, last initial, 1102 at gmail?

Speaker speaker_1: Yeah. Make sure the O is a zero, just to make sure. Some people get it confused.

Speaker speaker_0: Yeah. Okay, perfect. Um, yeah, I mean, I see that you're enrolled into a couple different things for you and your spouse and it looks like the coverage is currently active.

Speaker speaker_1: Okay. So I might have got the card, I don't know. But my dad hasn't said anything. I asked him to check the mail but I don't know if my card's been sent to my h- uh, his house or not. So I just want to make sure it gets sent again or something, I guess.

Speaker speaker_0: Um, I can like email you copies of your ID card so you have the email copies. I mean, they work just s- the same as like a, a copy that would've been mailed to you. Um, but yeah, the-

Speaker speaker_1: Oh, for... Oh, okay.

Speaker speaker_0: ... they should have been sent out by now.

Speaker speaker_1: Yeah.

Speaker speaker_0: So, um, let me look it up.

Speaker speaker_1: Do you mind emailing it then?

Speaker speaker_0: I'm sorry?

Speaker speaker_1: Uh, I said do you mind emailing it to me then?

Speaker speaker_0: Yeah. No worries. I can, uh, email those. Give me just a few seconds so I can look them up and then I'll be right back.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: All righty. Thank you so much for holding. So I just sent those to your email.

Speaker speaker_2: Hello?

Speaker speaker_0: Yes, I'm here. Um, I just sent those-

Speaker speaker_2: Oh.

Speaker speaker_0: ... IDs to your email.

Speaker speaker_2: Yeah, I, I just got it.

Speaker speaker_0: All righty.

Speaker speaker_2: Um.

Speaker speaker_0: Did-

Speaker speaker_2: And, uh, one more question.

Speaker speaker_0: Sure.

Speaker speaker_2: So how do, how do I use it? 'Cause this like my first time, like, signing up for something like this, so...

Speaker speaker_0: Um, I actually included instructions in that email on how to find providers for medical, dental and vision. There's a website-

Speaker speaker_2: Oh, okay.

Speaker speaker_0: ... that you can go onto for each, or there's a phone number that you can call and they can help you find a provider in network.

Speaker speaker_2: Okay.

Speaker speaker_0: Yes, sir.

Speaker speaker_2: Well, that'll be it.

Speaker speaker_0: All righty. Well, you have a wonderful day.

Speaker speaker_2: Thank you. You too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_2: Bye.