

## Transcript: VICTORIA

Taylor-5817740673204224-4937744605822976

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, my name's Jalyn Christensen. I was wondering about when I would get my insurance card and when I would be able to use it. Okay. Um, so I know ID cards are not made until the coverage is active. Um, they're made and sent to you once the coverage is active, so that typically takes about seven to 10 business days to get. Um, and the coverage itself would be active the following Monday of your first payroll deduction. All right. Uh, I haven't been sent my card at all. Okay. And I've been at my job for almost a month and it's been taken out. Okay. Let me pull up your file. What's the name of the agency you work for? Focus. And the last four of your Social? Uh, one second. The last four, four digits? Hello. Yes, ma'am. 9405. Good. There you go. Okay. And I'm sorry, your first and last name again? Jalyn Christensen. J-A-L-Y-N C-H-R-I-S-T-I-A-N-S-O-N. Gotcha. Do you mind verifying your address and date of birth? August 6th of 2005. And my address is... Hold on. I'm so sorry. You're fine. 3164 West Calhoun Street at Springfield, Missouri. Okay. So that might be what the issue is. I have 3157. So it should be 3164 West Calhoun Street in Springfield, Missouri, 65802? I think so. Give me one second. Okay. Okay. It should be 3153. I'm sorry. 3153. Okay. 3153. 3153 West Calhoun. Okay. Just to make sure, 3153 West Calhoun Street, Springfield, Missouri, 65802. Yes, ma'am. Okay. Let me go ahead and update that in all of our systems. And then I can, um, look up digital copies and send those to your email. All right. Give me just a few seconds and I will be right back. All righty. This one's pretty cool. Alrighty, thank you so much for holding. So I went ahead and corrected your address in our systems and then I, um, also sent copies of those ID cards to your email. Alrighty, thank you so much. Which I'm just now seeing, I actually just got a failure notice for the email. So is your email address cloudydreamphotography23@gmail.com? It is uh, I have another email address you can send it to, if that'll help. Okay. Yeah, let me try that, a different one. Um, mchristianon5@icloud.com. So it's M as in Mary and then your last name, 05 @- Yes. ... Gmail? At iCloud. iCloud. Okay, give me just one second. Let me see if I can forward that. Oop, I just forwarded the wrong... Let's see. Ah. Okay, disregard the email I just sent to you. I sent the wrong one. Oh, you're good. Do you mind deleting that email that I just forwarded? Uh- That was addressed to somebody else. All right. I think I deleted it. Okay. And I just re-sent the email for you just now. All right. I am not seeing it. What did you do? Yeah, I'm even getting a failure notice for the email that you just gave me. Huh. Okay. So you, the email that, the second email you gave me is M as in Mary and then C-H-R-I-S-T-I-A-N-S-O-N05@icloud.com? It'll be M-C-H-R-I-S-T-I-A-N-S-O-N05@icloud.com. Yeah, I believe that's what I have. So let me just read back, that back to you. M as in Mary, C-H-R-I-S-T-I-A-N-S-O-N05@icloud.com. That's it? No. My email is messed up. It's, my email is M-Christianson05. Okay, so- I misspelled my whole last name, I'm so sorry. Okay. All right,

so it should be M-C-H-R-I-S-T-A-N-S-O-N, 05 high 12? Yes, ma'am. Yes, ma'am. Okay. So then that might also... Because the way we have your last name spelled in our system is C-H-R-I-S-T-I-A-N-S-O-N. Yeah, I must have missed, I must have missed an "I" when I was creating my account. I'm so sorry. No, you're fine. What you have- I just want to make sure I get everything. What you guys have for my last name is correct. I misspelled it on my own email. Okay. So it's different- I know that's- ... in your email than it is your actual last name? Yes. Okay, I understand now okay give me just one second. I'm so sorry. You're fine. All right, so just sent it again, so it should go through this time. Mom? Mom. All right, I have it. All righty. And, uh, yeah, so it should have your vision and your dental ID card. And then, um, I went ahead and updated your address on all of our systems and put in a request to have the ID cards sent to the correct address for you. All right. Thank you so much. You're welcome. You have a wonderful day. You too. Thank you. 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, my name's Jalyn Christensen. I was wondering about when I would get my insurance card and when I would be able to use it.

Speaker speaker\_0: Okay. Um, so I know ID cards are not made until the coverage is active. Um, they're made and sent to you once the coverage is active, so that typically takes about seven to 10 business days to get. Um, and the coverage itself would be active the following Monday of your first payroll deduction.

Speaker speaker\_1: All right. Uh, I haven't been sent my card at all.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And I've been at my job for almost a month and it's been taken out.

Speaker speaker\_0: Okay. Let me pull up your file. What's the name of the agency you work for?

Speaker speaker\_1: Focus.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: Uh, one second. The last four, four digits?

Speaker speaker\_0: Hello. Yes, ma'am.

Speaker speaker\_1: 9405.

Speaker speaker\_0: Good. There you go. Okay. And I'm sorry, your first and last name again?

Speaker speaker\_1: Jalyn Christensen. J-A-L-Y-N C-H-R-I-S-T-I-A-N-S-O-N.

Speaker speaker\_0: Gotcha. Do you mind verifying your address and date of birth?

Speaker speaker\_1: August 6th of 2005. And my address is... Hold on. I'm so sorry.

Speaker speaker\_0: You're fine.

Speaker speaker\_1: 3164 West Calhoun Street at Springfield, Missouri.

Speaker speaker\_0: Okay. So that might be what the issue is. I have 3157. So it should be 3164 West Calhoun Street in Springfield, Missouri, 65802?

Speaker speaker\_1: I think so. Give me one second.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Okay. It should be 3153. I'm sorry.

Speaker speaker\_0: 3153. Okay.

Speaker speaker\_1: 3153.

Speaker speaker\_2: 3153 West Calhoun.

Speaker speaker\_0: Okay. Just to make sure, 3153 West Calhoun Street, Springfield, Missouri, 65802.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. Let me go ahead and update that in all of our systems. And then I can, um, look up digital copies and send those to your email.

Speaker speaker\_1: All right.

Speaker speaker\_0: Give me just a few seconds and I will be right back.

Speaker speaker\_1: All righty. This one's pretty cool.

Speaker speaker\_0: Alrighty, thank you so much for holding. So I went ahead and corrected your address in our systems and then I, um, also sent copies of those ID cards to your email.

Speaker speaker\_3: Alrighty, thank you so much.

Speaker speaker\_0: Which I'm just now seeing, I actually just got a failure notice for the email. So is your email address cloudydreamphotography23@gmail.com?

Speaker speaker\_3: It is uh, I have another email address you can send it to, if that'll help.

Speaker speaker\_0: Okay. Yeah, let me try that, a different one.

Speaker speaker\_3: Um, mchristianon5@icloud.com.

Speaker speaker\_0: So it's M as in Mary and then your last name, 05 @-

Speaker speaker\_3: Yes.

Speaker speaker\_0: ... Gmail?

Speaker speaker\_3: At iCloud.

Speaker speaker\_0: iCloud. Okay, give me just one second. Let me see if I can forward that. Oop, I just forwarded the wrong... Let's see.

Speaker speaker\_3: Ah.

Speaker speaker\_0: Okay, disregard the email I just sent to you. I sent the wrong one.

Speaker speaker\_3: Oh, you're good.

Speaker speaker\_0: Do you mind deleting that email that I just forwarded?

Speaker speaker\_3: Uh-

Speaker speaker\_0: That was addressed to somebody else.

Speaker speaker\_3: All right. I think I deleted it.

Speaker speaker\_0: Okay. And I just re-sent the email for you just now.

Speaker speaker\_3: All right. I am not seeing it.

Speaker speaker\_4: What did you do?

Speaker speaker\_0: Yeah, I'm even getting a failure notice for the email that you just gave me.

Speaker speaker\_3: Huh.

Speaker speaker\_0: Okay. So you, the email that, the second email you gave me is M as in Mary and then C-H-R-I-S-T-I-A-N-S-O-N05@icloud.com?

Speaker speaker\_3: It'll be M-C-H-R-I-S-T-I-A-N-S-O-N05@icloud.com.

Speaker speaker\_0: Yeah, I believe that's what I have. So let me just read back, that back to you. M as in Mary, C-H-R-I-S-T-I-A-N-S-O-N05@icloud.com.

Speaker speaker\_5: That's it?

Speaker speaker\_4: No.

Speaker speaker\_3: My email is messed up. It's, my email is M-Christianson05.

Speaker speaker\_0: Okay, so-

Speaker speaker\_3: I misspelled my whole last name, I'm so sorry.

Speaker speaker\_0: Okay. All right, so it should be M-C-H-R-I-S-T-I-A-N-S-O-N, 05 high 12?

Speaker speaker\_6: Yes, ma'am. Yes, ma'am.

Speaker speaker\_0: Okay. So then that might also... Because the way we have your last name spelled in our system is C-H-R-I-S-T-I-A-N-S-O-N.

Speaker speaker\_6: Yeah, I must have missed, I must have missed an "I" when I was creating my account. I'm so sorry.

Speaker speaker\_0: No, you're fine.

Speaker speaker\_6: What you have-

Speaker speaker\_0: I just want to make sure I get everything.

Speaker speaker\_6: What you guys have for my last name is correct. I misspelled it on my own email.

Speaker speaker\_0: Okay. So it's different-

Speaker speaker\_6: I know that's-

Speaker speaker\_0: ... in your email than it is your actual last name?

Speaker speaker\_6: Yes.

Speaker speaker\_0: Okay, I understand now okay give me just one second.

Speaker speaker\_6: I'm so sorry.

Speaker speaker\_0: You're fine. All right, so just sent it again, so it should go through this time.

Speaker speaker\_7: Mom? Mom.

Speaker speaker\_6: All right, I have it.

Speaker speaker\_0: All righty. And, uh, yeah, so it should have your vision and your dental ID card. And then, um, I went ahead and updated your address on all of our systems and put in a request to have the ID cards sent to the correct address for you.

Speaker speaker\_6: All right. Thank you so much.

Speaker speaker\_0: You're welcome. You have a wonderful day.

Speaker speaker\_6: You too.

Speaker speaker\_0: Thank you. Bye-bye.

Speaker speaker\_6: Bye-bye.