

Transcript: VICTORIA

Taylor-6287065284034560-6549994692624384

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Victoria. How can I help you? Yes, I'm trying to get a copy of my active, um, insurance card, but I'm not able to do that. Okay. Uh, what's the name of the agency you work for? I work for Creative Circle. And the last four of your Social? 7981. And your first and last name? First name is Levi. Last name is Wilson. All right. Do you mind verifying your address and date of birth? Uh, yes. My date of birth is 04/08/'99. Um, the address is 1212 10th Street, Apartment 18, Santa Monica, California. Okay. And then phone number is 903-2059? Correct. All right. And then email is just gonna be levisephwilson@gmail.com? Yeah. Okay. Um, let me see if I can pull those up, and I can try and email them to you. Give 'em- That'd be great. ... give me just a moment. Okay. Uh, give me just a few moments. I, I'm gonna put you on a brief hold. I'll be right back. Okay, thank you. All righty. Thank you so much for holding. So I just sent those to your email. Great. And then, um, I was messing around and trying to see if I could get them printed, and I think I may have changed my coverage, but I'm not able to cancel what I've submitted. Um, are you able to do that on your end, or do I need to call someone from Creative Circle to cancel that? What are you trying to cancel? I'm sorry. Um, so I have coverage that I'm fine with, and I submitted pending changes, but nothing's actually changed. So I can't cancel those pending changes. Um, it doesn't give me the option to do that. Um, and I don't want to make those changes. I mean, they're not actually changing anything. Um, so I'm not able to cancel those on my end. Oh, okay. Did you do that online? Uh, yes, I did. Okay. Um, let me take a look and see. Okay. Um, yes, I can go ahead and cancel it. I'm not sure why it even allows you to submit that 'cause it looks like it- Yeah, I'm not... sure either. Like, and I, like, pressed email ID card, and all of a sudden, that wasn't available yet. Um, won't let me- Yeah. ... click anything else. I'm a bit confused. If you can cancel, that'd be great. Okay. I will go ahead and cancel that, and then it looks like everything is good to go. Great. Thank you so much. You're welcome. Have a good day. You got it.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Victoria. How can I help you?

Speaker speaker_2: Yes, I'm trying to get a copy of my active, um, insurance card, but I'm not able to do that.

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

Speaker speaker_2: I work for Creative Circle.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 7981.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: First name is Levi. Last name is Wilson.

Speaker speaker_1: All right. Do you mind verifying your address and date of birth?

Speaker speaker_2: Uh, yes. My date of birth is 04/08/'99. Um, the address is 1212 10th Street, Apartment 18, Santa Monica, California.

Speaker speaker_1: Okay. And then phone number is 903-2059?

Speaker speaker_2: Correct.

Speaker speaker_1: All right. And then email is just gonna be levisephwilson@gmail.com?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Um, let me see if I can pull those up, and I can try and email them to you. Give 'em-

Speaker speaker_2: That'd be great.

Speaker speaker_1: ... give me just a moment. Okay. Uh, give me just a few moments. I, I'm gonna put you on a brief hold. I'll be right back.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: All righty. Thank you so much for holding. So I just sent those to your email.

Speaker speaker_2: Great. And then, um, I was messing around and trying to see if I could get them printed, and I think I may have changed my coverage, but I'm not able to cancel what I've submitted. Um, are you able to do that on your end, or do I need to call someone from Creative Circle to cancel that?

Speaker speaker_1: What are you trying to cancel? I'm sorry.

Speaker speaker_2: Um, so I have coverage that I'm fine with, and I submitted pending changes, but nothing's actually changed. So I can't cancel those pending changes. Um, it doesn't give me the option to do that. Um, and I don't want to make those changes. I mean, they're not actually changing anything. Um, so I'm not able to cancel those on my end.

Speaker speaker_1: Oh, okay. Did you do that online?

Speaker speaker_2: Uh, yes, I did.

Speaker speaker_1: Okay. Um, let me take a look and see. Okay. Um, yes, I can go ahead and cancel it. I'm not sure why it even allows you to submit that 'cause it looks like it-

Speaker speaker_2: Yeah, I'm not... sure either. Like, and I, like, pressed email ID card, and all of a sudden, that wasn't available yet. Um, won't let me-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... click anything else. I'm a bit confused. If you can cancel, that'd be great.

Speaker speaker_1: Okay. I will go ahead and cancel that, and then it looks like everything is good to go.

Speaker speaker_2: Great. Thank you so much.

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

Speaker speaker_2: You got it.