

Transcript: VICTORIA

Taylor-6346348575637504-6495886821081088

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Um, this is Ryan Tyner. I was seeing if, uh, what my member ad- uh, member number is. Okay. Um, I- let me pull up your file. What's the name of the agency you work for? Mega Fort. Okay. And the last four of your social? 7461. 7461? Yes, ma'am. Okay. What's your first and last name? Ryan Tyner. Okay. Do you mind verifying your address and date of birth? It's 105 Burnett Drive, Lumberton, North Carolina. And it's December 30th, 1997. Okay. I'm sorry, I can barely hear you. Oh, was... I said, um, my name is Ryan Tyner and my birthday is December 30th, 1997. And what's your mailing address? Uh, 105 Burnett Drive, Lumberton, North Carolina. Okay. It looks like I have 473 Mollie's Bay Road. Does that need to be updated? Um, you could, you c- could use that one, ma. Okay. And then phone number 910-736-8452? Yes, ma'am. Okay. And email is first and last name 29 at Gmail? Yes, ma'am. Okay. Um, let's see. Have you not received your ID cards? Um, no, ma'am. I just want to see what my ID number is. That way I can, um, get them from a doctor. Yeah, all of that information should be on your ID cards. Um, if you haven't received them, I can look them up really quick and I can email them to you. Um... Okay, okay. Is, are you just going to a medical provider or are you using your vision? A medical provider. Okay. Yeah, let me look up your IDs, ID cards really quick and I can email you copies. And like I said, all the information that your, uh, provider will need is on that ID card. Okay. Give me just a few seconds. The- I'm sorry. Could you send it, um, could you send all the information to this number right here? Like on a text message or no? Um, the only way I have to do it is by email. Okay. Will that work? Okay. Well, I just kinda need it r- about right now because I'm about to head to a doctor's visit and my phone, I had left it at the house and I kinda need it. okay, so you won't have access to your email? Not right now. Okay. Well, let me just, um, let me pull up your policy information and I can just provide it to you over the phone. Give me just one second. I'm still gonna download these ID cards and send it to your email. That way you, you have it for future references but give me just a few seconds. All right. All right. So I just sent that to your email and then, um, do you have a pen and paper nearby? Yes, ma'am. Okay. So the name of the insurance carrier for your medical is American Public Life. So American Public Life. Okay. Um, it looks like your policy number is 25- Um. I'm sorry. You're good, you good. That was wrong anyways. Um, it's 02- Okay. ... 57- Okay. ... 13. And then 17. You said 17? Yeah. So all together you- Oh, go ahead. I'm sorry. You're fine. Uh, so all together you should have 02571317 and again, that's the policy number. All right. Um, I don't know if they'll need this but just in case, there is a medical ID number. And that is- So it's- Um, just let me know when you're ready for that one. So let's take it... Okay. So that one is gonna be uh, D as in dog. All right. 4, 2. Okay. 5, 1. Okay. 0, 8. Okay. 6, 8. Okay. So all together that should be D as in dog, 425-10868. All right. And that's the medical ID. Um, they may also need a group number, so let me just get that to you as well. All

right. It is 700- All right. ... 44. All right. Um, and if there's anything that they ask for, um, you can always just have them call us and we can verify that your coverage is active and we can also provide any information that they might need. All right. Yes, sir. Thank you. You're welcome. Have a good day. You too. Thank you. Bye-bye. Thank you. 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: Um, this is Ryan Tyner. I was seeing if, uh, what my member ad- uh, member number is.

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

Speaker speaker_1: Mega Fort.

Speaker speaker_0: Okay. And the last four of your social?

Speaker speaker_1: 7461.

Speaker speaker_0: 7461?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. What's your first and last name?

Speaker speaker_1: Ryan Tyner.

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

Speaker speaker_1: It's 105 Burnett Drive, Lumberton, North Carolina. And it's December 30th, 1997.

Speaker speaker_0: Okay. I'm sorry, I can barely hear you.

Speaker speaker_1: Oh, was... I said, um, my name is Ryan Tyner and my birthday is December 30th, 1997.

Speaker speaker_0: And what's your mailing address?

Speaker speaker_1: Uh, 105 Burnett Drive, Lumberton, North Carolina.

Speaker speaker_0: Okay. It looks like I have 473 Mollie's Bay Road. Does that need to be updated?

Speaker speaker_1: Um, you could, you c- could use that one, ma.

Speaker speaker_0: Okay. And then phone number 910-736-8452?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And email is first and last name 29 at Gmail?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Um, let's see. Have you not received your ID cards?

Speaker speaker_1: Um, no, ma'am. I just want to see what my ID number is. That way I can, um, get them from a doctor.

Speaker speaker_0: Yeah, all of that information should be on your ID cards. Um, if you haven't received them, I can look them up really quick and I can email them to you.

Speaker speaker_1: Um... Okay, okay.

Speaker speaker_0: Is, are you just going to a medical provider or are you using your vision?

Speaker speaker_1: A medical provider.

Speaker speaker_0: Okay. Yeah, let me look up your IDs, ID cards really quick and I can email you copies. And like I said, all the information that your, uh, provider will need is on that ID card.

Speaker speaker_1: Okay.

Speaker speaker_0: Give me just a few seconds.

Speaker speaker_1: The-

Speaker speaker_0: I'm sorry.

Speaker speaker_1: Could you send it, um, could you send all the information to this number right here? Like on a text message or no?

Speaker speaker_0: Um, the only way I have to do it is by email.

Speaker speaker_1: Okay.

Speaker speaker_0: Will that work?

Speaker speaker_1: Okay. Well, I just kinda need it r- about right now because I'm about to head to a doctor's visit and my phone, I had left it at the house and I kinda need it. okay, so you won't have access to your email? Not right now.

Speaker speaker_0: Okay. Well, let me just, um, let me pull up your policy information and I can just provide it to you over the phone. Give me just one second. I'm still gonna download these ID cards and send it to your email. That way you, you have it for future references but give me just a few seconds.

Speaker speaker_1: All right.

Speaker speaker_0: All right. So I just sent that to your email and then, um, do you have a pen and paper nearby?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So the name of the insurance carrier for your medical is American Public Life.

Speaker speaker_1: So American Public Life. Okay.

Speaker speaker_0: Um, it looks like your policy number is 25-

Speaker speaker_1: Um.

Speaker speaker_0: I'm sorry.

Speaker speaker_1: You're good, you good.

Speaker speaker_0: That was wrong anyways. Um, it's 02-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 57-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 13. And then 17.

Speaker speaker_1: You said 17?

Speaker speaker_0: Yeah. So all together you-

Speaker speaker_1: Oh, go ahead. I'm sorry.

Speaker speaker_0: You're fine. Uh, so all together you should have 02571317 and again, that's the policy number.

Speaker speaker_1: All right.

Speaker speaker_0: Um, I don't know if they'll need this but just in case, there is a medical ID number. And that is-

Speaker speaker_1: So it's-

Speaker speaker_0: Um, just let me know when you're ready for that one.

Speaker speaker_1: So let's take it... Okay.

Speaker speaker_0: So that one is gonna be uh, D as in dog.

Speaker speaker_1: All right.

Speaker speaker_0: 4, 2.

Speaker speaker_1: Okay.

Speaker speaker_0: 5, 1.

Speaker speaker_1: Okay.

Speaker speaker_0: 0, 8.

Speaker speaker_1: Okay.

Speaker speaker_0: 6, 8.

Speaker speaker_1: Okay.

Speaker speaker_0: So all together that should be D as in dog, 425-10868.

Speaker speaker_1: All right.

Speaker speaker_0: And that's the medical ID. Um, they may also need a group number, so let me just get that to you as well.

Speaker speaker_1: All right.

Speaker speaker_0: It is 700-

Speaker speaker_1: All right.

Speaker speaker_0: ... 44.

Speaker speaker_1: All right.

Speaker speaker_0: Um, and if there's anything that they ask for, um, you can always just have them call us and we can verify that your coverage is active and we can also provide any information that they might need.

Speaker speaker_1: All right.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Thank you.

Speaker speaker_0: You're welcome. Have a good day.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Thank you. Bye-bye.