

Transcript: VICTORIA

Taylor-6566267865317376-6148314229424128

Full Transcript

Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Yes, hi. I wanted to know if my, if my benefits were activated already and if I could schedule an appointment to see the dentist already or not yet? Okay. What's the name of your employer? It is Partners Personnel. And the last four of your Social? 4217. And your first and last name? Liliana Corrias. Okay. Do you mind verifying your address and date of birth? Yeah. It's 243 Flicker Way, Perris, California 92571 and my date of birth is October 8th of 1976. Gotcha. Phone number 951-867-8990? Yes, that's my phone number. Email is first and last name at gmail.com? Correct. Okay. Yes, so it looks like your coverage became active on Monday. This next Monday? No, it, it's, it's currently active. So it became active on Monday the 10th. Oh, okay. Okay. I wasn't sure. Well, what about for my daughter? My daughter Desiree, um, will she be able to go see the, um, the optometrist now? Yes, your coverage is active. And I do see that she's on the vision coverage as well. Yeah. Okay. Now would you... what would we need? Would you be able to, um, email me like a copy of a, a card or something that we might need? Let me see if I have access to those. Give me just one moment. Okay. Okay so it looks like I only have access to your vision ID card at the moment. The medical and the dental are not yet ready. Oh, okay. That's fine. Do you think like in another week or two? Well, it typically takes us about 72 business hours to get access to the ID cards, so I would say if you want, you can try and call us back tomorrow and see if we have access to it, 'cause we should then, um, and I'd have to return an email. Okay, yeah, that's fine. I can just email these things. Email me the vision for my daughter. Yeah, yeah. 'Cause I think I have, I've got vision too. Did I get vision too? Yes, ma'am. You have vision for employee plus child and then dental and the medical for employee only. Yeah. Okay. So I will send you what I have right now which is the vision ID card and then if you want to try and give us a call back tomorrow, we should be able to download those. Okay. I'll give you a call back tomorrow again for those and see if you're able to download the rest of them. Okay. Okay. All right and just- Okay. ... your email is gonna be first and last name, spelled the same, @gmail.com. Correct. Correct. All righty. Did you need help with anything else? Um, no that's it. I'll print out the card right now when I get it in my email. Okay. All right. You have a wonderful night. All right. Thank you so much. You too, thank you, appreciate it. Thank you. Yes, goodbye. 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: Yes, hi. I wanted to know if my, if my benefits were activated already and if I could schedule an appointment to see the dentist already or not yet?

Speaker speaker_0: Okay. What's the name of your employer?

Speaker speaker_1: It is Partners Personnel.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 4217.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Liliana Corrias.

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

Speaker speaker_1: Yeah. It's 243 Flicker Way, Perris, California 92571 and my date of birth is October 8th of 1976.

Speaker speaker_0: Gotcha. Phone number 951-867-8990?

Speaker speaker_1: Yes, that's my phone number.

Speaker speaker_0: Email is first and last name at gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Yes, so it looks like your coverage became active on Monday.

Speaker speaker_1: This next Monday?

Speaker speaker_0: No, it, it's, it's currently active. So it became active on Monday the 10th.

Speaker speaker_1: Oh, okay. Okay. I wasn't sure. Well, what about for my daughter? My daughter Desiree, um, will she be able to go see the, um, the optometrist now?

Speaker speaker_0: Yes, your coverage is active. And I do see that she's on the vision coverage as well.

Speaker speaker_1: Yeah. Okay. Now would you... what would we need? Would you be able to, um, email me like a copy of a, a card or something that we might need?

Speaker speaker_0: Let me see if I have access to those. Give me just one moment.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay so it looks like I only have access to your vision ID card at the moment. The medical and the dental are not yet ready.

Speaker speaker_1: Oh, okay. That's fine. Do you think like in another week or two?

Speaker speaker_0: Well, it typically takes us about 72 business hours to get access to the ID cards, so I would say if you want, you can try and call us back tomorrow and see if we have access to it, 'cause we should then, um, and I'd have to return an email.

Speaker speaker_1: Okay, yeah, that's fine.

Speaker speaker_0: I can just email these things.

Speaker speaker_1: Email me the vision for my daughter. Yeah, yeah. 'Cause I think I have, I've got vision too. Did I get vision too?

Speaker speaker_0: Yes, ma'am. You have vision for employee plus child and then dental and the medical for employee only.

Speaker speaker_1: Yeah. Okay.

Speaker speaker_0: So I will send you what I have right now which is the vision ID card and then if you want to try and give us a call back tomorrow, we should be able to download those.

Speaker speaker_1: Okay. I'll give you a call back tomorrow again for those and see if you're able to download the rest of them.

Speaker speaker_0: Okay.

Speaker speaker_1: Okay.

Speaker speaker_0: All right and just-

Speaker speaker_1: Okay.

Speaker speaker_0: ... your email is gonna be first and last name, spelled the same, @gmail.com.

Speaker speaker_1: Correct. Correct.

Speaker speaker_0: All righty. Did you need help with anything else?

Speaker speaker_1: Um, no that's it. I'll print out the card right now when I get it in my email.

Speaker speaker_0: Okay. All right. You have a wonderful night.

Speaker speaker_1: All right. Thank you so much. You too, thank you, appreciate it. Thank you. Yes, goodbye.

Speaker speaker_0: Bye-bye.