

Transcript: VICTORIA

Taylor-6707313398038528-5197309318840320

Full Transcript

Thank you for calling Benefits, uh, Card. This is Victoria. How can I help you? Hi, Victoria. Yeah, um, we've been kind of calling between here and, um, my wife's employer to see if we can get her coverage information. Um, I had understood that they were supposed to be sending an email with the, uh, possibly the card. I'm not sure what information it would be, if it's like a group number or whatever it is, and then that they would also be mailing a, a physical card. And it's been, been a little over a week and we have actually an appointment right now. Um, I was, I wasn't sure if that was gonna be possible to mail, email that over, uh, quickly, by chance. Are you on the policy? Yes. That coverage was active starting last Monday. But the only thing I've been able to see is just that, for TeleHealth, like that's the only, um, thing I see on there, like when I log into her account. But, um- Okay. You're listed as a dependent on the policy, is what I'm asking? No. No. Okay. Then I'll need to speak with her directly. Is she nearby? Okay. Yep. One second. Hello? Hi. What's the last four of your social? Oh, ay, ay, ay, esperar. Un momento. Okay. Um, do you have anybody there that speaks Spanish by chance? Spanish? Yeah. Okay. Give me just one second. Okay. Sounds good.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits, uh, Card. This is Victoria. How can I help you?

Speaker speaker_1: Hi, Victoria. Yeah, um, we've been kind of calling between here and, um, my wife's employer to see if we can get her coverage information. Um, I had understood that they were supposed to be sending an email with the, uh, possibly the card. I'm not sure what information it would be, if it's like a group number or whatever it is, and then that they would also be mailing a, a physical card. And it's been, been a little over a week and we have actually an appointment right now. Um, I was, I wasn't sure if that was gonna be possible to mail, email that over, uh, quickly, by chance.

Speaker speaker_0: Are you on the policy?

Speaker speaker_1: Yes. That coverage was active starting last Monday. But the only thing I've been able to see is just that, for TeleHealth, like that's the only, um, thing I see on there, like when I log into her account. But, um-

Speaker speaker_0: Okay. You're listed as a dependent on the policy, is what I'm asking?

Speaker speaker_1: No. No.

Speaker speaker_0: Okay. Then I'll need to speak with her directly. Is she nearby?

Speaker speaker_1: Okay. Yep. One second.

Speaker speaker_2: Hello?

Speaker speaker_0: Hi. What's the last four of your social?

Speaker speaker_2: Oh, ay, ay, ay, esperar. Un momento.

Speaker speaker_0: Okay.

Speaker speaker_1: Um, do you have anybody there that speaks Spanish by chance?

Speaker speaker_0: Spanish?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Give me just one second.

Speaker speaker_1: Okay. Sounds good.