

## **Transcript: VICTORIA**

**Taylor-6753294511161344-4983386941079552**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? How are you doing, Vic- Victoria? My name is Terry Harrison. I was calling about my insurance benefits. Okay. Uh, what is the name of the agency you work for? Superior S- Superior Trade. Uh, is it Superior S- Trade Skills? Yeah. Yes, ma'am. Or, I'm sorry, s- yeah, I had that backwards. Superior Skill Trades. Superior... Yes, ma'am. I knew what you meant. All right. And what's the last four of your Social? 1727. Seven two seven. Okay. Do you mind verifying your address and date of birth? Oh, uh, 16765 Bristol Conway, Conroe, Texas 77302. Uh, date of birth is 07-08-1968. Okay. And then phone number 504-432-6658? Yes, ma'am. And then I have your email as terrytgharrison@gmail.com. Yes, ma'am. Okay. What can I help with? Uh, they said that we have called to update the insurance. Oh, okay. Um, well, if you're wanting to make any changes, I see that you, um, are currently enrolled into vision, dental, the VIP Classic, the short-term disability, term life, and the MEC for employee only. Mm-hmm. Uh, so I wanna keep doing things, but- Are you a- No, I don't wanna change anything. I have one question. Okay. I was going to see a doctor tomorrow, and she said with the people... I was going to see a doctor, a, a E- an, uh, ENT doctor tomorrow, but they say when they called, my plan was, uh, had been... it, it was like it's my pan- my plan was closed or something. They must have had your previous insurance information, I would think, 'cause I see that your coverage with us is active. It just became active last week. Do you have your updated ID cards? Oh, no. That's what the problem is? Y'all sent new- Could be. Y'all sent new card- y'all sent new cards out? Yeah, so let me try to explain it this way, 'cause we just started administering coverage for your employer, so it's- Mm-hmm. ... gonna be with new carriers and everything. Mm-hmm. So whoever you- So- ... had, um, coverage- Uh-huh. ... with them, it's, it's a completely different company, different coverage. Oh, it's a whole new- So you would need a new ID card. Yes, ma'am. I see. So I gotta wait for the new cards, 'cause I, I think the cover... they was with, with, uh, somebody health. So y'all now with, uh, they was with a whole nother company. It's, uh, Superior H- Health or something, you said? One second, one second. Yeah. Yeah, so, so this one gonna be a whole new company. Yeah. Yes, sir. We just started administering, uh, coverage for your employers, and we work with different insurance carriers. Okay. So, um, let me do this for you 'cause I can act up your ID cards and send those- Mm-hmm. ... to your email. Mm-hmm. You should still be getting, like, physical copies, but you can use these, uh, digital copies in the meantime. Okay. Um, let me look those up really quick and I will be right back. Okay.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: How are you doing, Vic- Victoria? My name is Terry Harrison. I was calling about my insurance benefits.

Speaker speaker\_0: Okay. Uh, what is the name of the agency you work for?

Speaker speaker\_1: Superior S- Superior Trade.

Speaker speaker\_0: Uh, is it Superior S- Trade Skills?

Speaker speaker\_1: Yeah. Yes, ma'am.

Speaker speaker\_0: Or, I'm sorry, s- yeah, I had that backwards. Superior Skill Trades.

Speaker speaker\_1: Superior... Yes, ma'am. I knew what you meant.

Speaker speaker\_0: All right. And what's the last four of your Social?

Speaker speaker\_1: 1727.

Speaker speaker\_0: Seven two seven. Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_1: Oh, uh, 16765 Bristol Conway, Conroe, Texas 77302. Uh, date of birth is 07-08-1968.

Speaker speaker\_0: Okay. And then phone number 504-432-6658?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And then I have your email as terrytgharrison@gmail.com.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. What can I help with?

Speaker speaker\_1: Uh, they said that we have called to update the insurance.

Speaker speaker\_0: Oh, okay. Um, well, if you're wanting to make any changes, I see that you, um, are currently enrolled into vision, dental, the VIP Classic, the short-term disability, term life, and the MEC for employee only.

Speaker speaker\_1: Mm-hmm. Uh, so I wanna keep doing things, but-

Speaker speaker\_0: Are you a-

Speaker speaker\_1: No, I don't wanna change anything. I have one question.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I was going to see a doctor tomorrow, and she said with the people... I was going to see a doctor, a, a E- an, uh, ENT doctor tomorrow, but they say when they called, my plan was, uh, had been... it, it was like it's my pan- my plan was closed or

something.

Speaker speaker\_0: They must have had your previous insurance information, I would think, 'cause I see that your coverage with us is active. It just became active last week. Do you have your updated ID cards?

Speaker speaker\_1: Oh, no. That's what the problem is? Y'all sent new-

Speaker speaker\_0: Could be.

Speaker speaker\_1: Y'all sent new card- y'all sent new cards out?

Speaker speaker\_0: Yeah, so let me try to explain it this way, 'cause we just started administering coverage for your employer, so it's-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... gonna be with new carriers and everything.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: So whoever you-

Speaker speaker\_1: So-

Speaker speaker\_0: ... had, um, coverage-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: ... with them, it's, it's a completely different company, different coverage.

Speaker speaker\_1: Oh, it's a whole new-

Speaker speaker\_0: So you would need a new ID card.

Speaker speaker\_1: Yes, ma'am. I see. So I gotta wait for the new cards, 'cause I, I think the cover... they was with, with, uh, somebody health. So y'all now with, uh, they was with a whole nother company. It's, uh, Superior H- Health or something, you said? One second, one second.

Speaker speaker\_0: Yeah.

Speaker speaker\_1: Yeah, so, so this one gonna be a whole new company. Yeah.

Speaker speaker\_0: Yes, sir. We just started administering, uh, coverage for your employers, and we work with different insurance carriers.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So, um, let me do this for you 'cause I can act up your ID cards and send those-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... to your email.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: You should still be getting, like, physical copies, but you can use these, uh, digital copies in the meantime.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, let me look those up really quick and I will be right back.

Speaker speaker\_1: Okay.