

## **Transcript: Estefania**

**Acevedo-4553985362149376-5323989883994112**

### **Full Transcript**

Thank you for calling the Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. We're trying to see if you all can email my husband, um, benefit cards over to his email. We just spoke with someone. Uh, she said she was gonna email them, but they didn't come through. Oh, I can. Um, since it's... Is it his policy or are you the policy holder? Yes. Okay. So, since it's his, I do need verbal permission from him to get in his file, since you're the one on the phone. This is Joseph Nunn. She has permission. Okay. Thank you. I just need the name of his staffing agency and then last four of his Social. PRC Staffing 6441. Okay. PRC Staffing 6441. And then, what was his name again? I couldn't really hear him. Joseph Dunn. Okay. Thank you. For security purposes, can you verify address and date of birth? Um, 2774 in... I don't know if he updated the address, but it should be 486 Jordan Drive, Tucker, Georgia 30084. Mm-hmm. Yes. And then I have 470-373-6230. Yes. Okay. Um, did he also check his spam and his junk? 'Cause sometimes those emails go on there. I don't know if you guys wanna double-check before I send them again. Yeah. I'm looking now. Can you verify the email again and make sure you all have it right? Yeah. It's, um, I have jddunn4049@gmail.com. Can I, can I talk to you for a second? Yes. I got a question. Yes. Hold on. Let me go back in here real quick. I got something about copying and pasting an email. And then, I'm gonna- He needs to verify it, so a different company. And then, I would check spam and junk as well, 'cause I think I can see if, if they sent it. JD, let me see. JDDunn4049@gmail.com? Yes. I don't see it. Okay. Um, let me go ahead and send that again. I'mma put you in a brief hold while I do that. And then he needs all of them or certain ones? For the prescription. Okay. Got it. I'll read- I'll be right back. Okay. Oh, Haley emailed it Thursday. She said they have a open position for a facility technician. Is that what this was? Maintenance department. Okay. I went ahead and emailed that to him. Um, can you please verify that you received it? It should come from an email that says info@benefitsinacard.com. And then I sent it to the jddunn4049@gmail.com. Okay. Let's see. Okay. Yeah, we got it. All right. And then that should have the pharmacy- Well, you know what? Hold on. Oh, yes. It's there. Mm-hmm. So, then that should have the pharmacy's information and phone number.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling the Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hi, Stephanie. We're trying to see if you all can email my husband, um, benefit cards over to his email. We just spoke with someone. Uh, she said she was gonna

email them, but they didn't come through.

Speaker speaker\_0: Oh, I can. Um, since it's... Is it his policy or are you the policy holder?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So, since it's his, I do need verbal permission from him to get in his file, since you're the one on the phone.

Speaker speaker\_2: This is Joseph Nunn. She has permission.

Speaker speaker\_0: Okay. Thank you. I just need the name of his staffing agency and then last four of his Social.

Speaker speaker\_1: PRC Staffing 6441.

Speaker speaker\_0: Okay.

Speaker speaker\_2: PRC Staffing 6441.

Speaker speaker\_0: And then, what was his name again? I couldn't really hear him.

Speaker speaker\_1: Joseph Dunn.

Speaker speaker\_0: Okay. Thank you. For security purposes, can you verify address and date of birth?

Speaker speaker\_1: Um, 2774 in... I don't know if he updated the address, but it should be 486 Jordan Drive, Tucker, Georgia 30084.

Speaker speaker\_0: Mm-hmm. Yes. And then I have 470-373-6230.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Um, did he also check his spam and his junk? 'Cause sometimes those emails go on there. I don't know if you guys wanna double-check before I send them again.

Speaker speaker\_1: Yeah. I'm looking now. Can you verify the email again and make sure you all have it right?

Speaker speaker\_0: Yeah. It's, um, I have jddunn4049@gmail.com.

Speaker speaker\_2: Can I, can I talk to you for a second?

Speaker speaker\_0: Yes.

Speaker speaker\_2: I got a question.

Speaker speaker\_1: Yes. Hold on. Let me go back in here real quick.

Speaker speaker\_2: I got something about copying and pasting an email.

Speaker speaker\_0: And then, I'm gonna-

Speaker speaker\_1: He needs to verify it, so a different company.

Speaker speaker\_0: And then, I would check spam and junk as well, 'cause I think I can see if, if they sent it. JD, let me see.

Speaker speaker\_1: JDDunn4049@gmail.com?

Speaker speaker\_0: Yes.

Speaker speaker\_1: I don't see it.

Speaker speaker\_0: Okay. Um, let me go ahead and send that again. I'mma put you in a brief hold while I do that. And then he needs all of them or certain ones?

Speaker speaker\_1: For the prescription.

Speaker speaker\_0: Okay. Got it. I'll read- I'll be right back.

Speaker speaker\_1: Okay. Oh, Haley emailed it Thursday. She said they have a open position for a facility technician. Is that what this was? Maintenance department.

Speaker speaker\_0: Okay. I went ahead and emailed that to him. Um, can you please verify that you received it? It should come from an email that says info@benefitsinacard.com. And then I sent it to the jddunn4049@gmail.com.

Speaker speaker\_1: Okay. Let's see. Okay. Yeah, we got it.

Speaker speaker\_0: All right. And then that should have the pharmacy-

Speaker speaker\_1: Well, you know what? Hold on. Oh, yes. It's there.

Speaker speaker\_0: Mm-hmm. So, then that should have the pharmacy's information and phone number.