

Transcript: Estefania

Acevedo-4696861701521408-4903746820063232

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you? Uh, yeah. I was... I went to go, um, get a doctor's appointment, and apparently I don't have my card from my medical insurance. So I was wondering if I could, uh, get the information from you? Okay. Yeah. Um, what staff and agency do you work for, sir? Uh, that would be Morales. Okay. And then what are the last four of your social? It's 2301. And your first and last name, please? First name is Isaiah and last name is Matz. Okay. Thank you. Um, for security purposes, I would need you to verify your address as well as your date of birth. Hmm. Okay. Uh, it might be different from my current address, but let's try this. It's 2525 Kossuth Street in Lafayette, Indiana 47904. Okay. Yep. And then the date of birth? October 27th of 1988. Thank you. Is 765-715-8573 your phone number? Yeah. And then isaiahmatzA@Gmail.com, is that still your email? It is. Okay. Um, I was gonna ask you, is that address the one that you receive your mail at? No, it's not. Oh, okay. Um, can... Do you want me to change it? Because most likely- Yeah, th- ... that's where your cards went. Um, so I can update it and then request... If you don't have your cards, request them to be sent to you as well. Okay. Um, but I do need the right address. What is it? It's 325, um, Hollowood Drive. Mm-hmm. Um, and that's in... Let's see. West Lafayette, Indiana. 325 Hollowood. Let me just see how that's spelled really quick. And then do you remember the ZIP code? Uh, I'm looking it up right now. Hollowood Drive. Okay. Uh, 47906. 47906? 06, yeah. And Hollowood is spelled with one W. Okay, with one W. Okay. Spell it for me. Let me just make sure I got that right. Sure. It's H-O-L-L-O-W-O-O-D. Okay. Yep, thank you. Okay, thank you. Mm-hmm. And then, um, do you mind getting put in a brief hold while I send you that information to your email and while I do that request for you to receive your physical ones? Uh, yeah, go ahead. Um, did you want me to go ahead and request your VIP+ card? Normally for the medical plan, they don't send that one out physically. Um, but if the member does want to request a physical one, I can go ahead and just go ahead and put that request in if that's something that you wish to have. Yeah. Okay. Um, I'm gonna put you in a brief hold, okay? While I do that. Okay.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Uh, yeah. I was... I went to go, um, get a doctor's appointment, and apparently I don't have my card from my medical insurance. So I was wondering if I could, uh, get the information from you?

Speaker speaker_1: Okay. Yeah. Um, what staff and agency do you work for, sir?

Speaker speaker_2: Uh, that would be Morales.

Speaker speaker_1: Okay. And then what are the last four of your social?

Speaker speaker_2: It's 2301.

Speaker speaker_1: And your first and last name, please?

Speaker speaker_2: First name is Isaiah and last name is Matz.

Speaker speaker_1: Okay. Thank you. Um, for security purposes, I would need you to verify your address as well as your date of birth.

Speaker speaker_2: Hmm. Okay. Uh, it might be different from my current address, but let's try this. It's 2525 Kossuth Street in Lafayette, Indiana 47904.

Speaker speaker_1: Okay. Yep. And then the date of birth?

Speaker speaker_2: October 27th of 1988.

Speaker speaker_1: Thank you. Is 765-715-8573 your phone number?

Speaker speaker_2: Yeah.

Speaker speaker_1: And then isaiahmatzA@Gmail.com, is that still your email?

Speaker speaker_2: It is.

Speaker speaker_1: Okay. Um, I was gonna ask you, is that address the one that you receive your mail at?

Speaker speaker_2: No, it's not.

Speaker speaker_1: Oh, okay. Um, can... Do you want me to change it? Because most likely-

Speaker speaker_2: Yeah, th-

Speaker speaker_1: ... that's where your cards went. Um, so I can update it and then request... If you don't have your cards, request them to be sent to you as well.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, but I do need the right address. What is it?

Speaker speaker_2: It's 325, um, Hollowood Drive.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Um, and that's in... Let's see. West Lafayette, Indiana. 325 Hollowood. Let me just see how that's spelled really quick.

Speaker speaker_1: And then do you remember the ZIP code?

Speaker speaker_2: Uh, I'm looking it up right now. Hollowood Drive. Okay. Uh, 47906.

Speaker speaker_1: 47906?

Speaker speaker_2: 06, yeah. And Hollowood is spelled with one W.

Speaker speaker_1: Okay, with one W. Okay. Spell it for me. Let me just make sure I got that right.

Speaker speaker_2: Sure. It's H-O-L-L-O-W-O-O-D.

Speaker speaker_1: Okay. Yep, thank you. Okay, thank you.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And then, um, do you mind getting put in a brief hold while I send you that information to your email and while I do that request for you to receive your physical ones?

Speaker speaker_2: Uh, yeah, go ahead.

Speaker speaker_1: Um, did you want me to go ahead and request your VIP+ card? Normally for the medical plan, they don't send that one out physically. Um, but if the member does want to request a physical one, I can go ahead and just go ahead and put that request in if that's something that you wish to have.

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Um, I'm gonna put you in a brief hold, okay? While I do that.

Speaker speaker_2: Okay.