

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name's Stephanie. How can I assist you? Hi, Stephanie. My name's Craig. Um, I recently went to a gastroenterologist, sorry I butchered that, and, um, they were wanting some of my insurance information to make sure, you know, everything would be good. Um, I was calling to see, I guess, like, what my insurance number would be, uh, specifically, like, you know, for healthcare and things like that. Okay. Yeah. I can help you. Um, what staffing agency are you working with? Uh, I always forget their fucking name. I think it's Search. Pretty sure it's Search. Okay. And then, what is the last four of your Social? Uh, 7694. Okay. Thank you. And for security purposes, I do need you to verify your birthday and your address. Yeah. Yeah. Uh, my birthday is October 25th, 1996, and my address is 211 Wilson Street, Newark, Ohio. The ZIP code is 43055. Thank you. Is your phone number still the 740-281-6484? Uh, yeah. It should be 740-281-6484. And then, I have gryan2229@gmail.com. Is that still a up-to-date email? Yep. Um, by any chance, do you have your card with you? Because on your card, there is that policy number. But if you wanna know- So... Yeah. ... if that particular service would be covered, I do have to connect you to the, um, carrier, which I can provide information also, as well as, as who they are. And I can transfer you, as well. Uh-huh. Well, the two things, uh... So either, A, the card was sent out to me, and for some reason I threw it away, my mail, which maybe I did, I am kind of an idiot. Oh, okay. Or it wasn't sent out. It was probably one or the other. Okay. So if you want, I can send you your card through your email, and I'll go ahead and put a request for another one to be sent out to your address, because, um- Yeah. That, that sounds like a good idea. ... that card has the, has the policy number's information, which I can provide to you. And I will just go ahead, I will just go ahead and send it to your email so that you can have it. Sure. And then, the pharmacy's information is in that card, as well, that I'm gonna send over, as well as the phone number of Ryder's. Okay. Uh, let me just, uh, get over to this parking spot real quick, and then we'll be good to go. Okay. Um, w- while you do that, can I go ahead and send you your card to your email? And then, when I do that- Yeah. ... I'll get you to verify to see if you received it? Yeah. Sure. Okay. Give me one second. It looks like our page is currently down, so I'm gonna send an email to the office to see if they could get you that card, that, um, access to your card 'cause our page is down at the moment. But I will send it throughout the day today. Yeah, sure. Fine. So I'm gonna have to send that email out and then whenever I send it, I'll give you a call to let you know that I went ahead and sent it and get you to verify. Okay. Just to make sure that you did receive it. But I am gonna go ahead and put that request in for you to get your physical one. Uh, you said my physical? Yeah, your physical card. You- you do want a physical one also, right? Oh! Yeah, no, sorry, I do. It's just, when you said physical, I'm about to get a physical, so I was like- Oh, no. Yeah. Yeah. I was like, "I didn't

remember bringing that up." Yeah, so I'll send it. I just can't right now because our page is down, um, the one that used- Oh, yeah. ... to download the emails. But I will send it today and I'm gonna go ahead and send that email so that I could get it as soon as possible. Okay, and what would be the account number? Um, give me one second. Okay. Thank you for your patience. No problem. So, since everything is completely down in that area, I'm not able to provide your policy number. Okay. But what I can do- Okay. ... is I can go ahead and transfer you to the carrier, which is 90 Degrees, and they should be able to give you that policy number. Okay, that sounds good to me. Um, do you want me to also give you the phone number just in case, for some reason, the call was to drop? And I'll try it for you- Yeah, sure. ... but I don't know if you want me to provide that number also, just in case. Yeah, definitely. Thank you. Okay, and then let me know when you're ready. Good to go. Okay, so it's called 90 Degrees, and then the phone number is 800-833-4296 and it's extension number 1. I'm gonna repeat it one more time. So it's 800-833- Okay. ... 4296, extension 1. Gotcha, gotcha, gotcha. Thanks, that should be good to go. But I was supposed to send that email and stuff, but I don't know how long they're gonna take to get back to me. So I'd rather just, like, connect you to them and you get that information. No, yeah, that- that sounds good to me. All right. I'm sorry for that. Um, is there anything else I can help you with? I'll still put in the request and then I'll still call you when I send you your card. Yeah, no worries. I appreciate it. Thank you. That's good. You're welcome. Have a nice day. Thank you for your time. You as well. Oh, and then I'm gonna go ahead and transfer you, okay? Okay, thank you.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. My name's Stephanie. How can I assist you?

Speaker speaker_2: Hi, Stephanie. My name's Craig. Um, I recently went to a gastroenterologist, sorry I butchered that, and, um, they were wanting some of my insurance information to make sure, you know, everything would be good. Um, I was calling to see, I guess, like, what my insurance number would be, uh, specifically, like, you know, for healthcare and things like that.

Speaker speaker_1: Okay. Yeah. I can help you. Um, what staffing agency are you working with?

Speaker speaker_2: Uh, I always forget their fucking name. I think it's Search. Pretty sure it's Search.

Speaker speaker_1: Okay. And then, what is the last four of your Social?

Speaker speaker_2: Uh, 7694.

Speaker speaker_1: Okay. Thank you. And for security purposes, I do need you to verify your birthday and your address.

Speaker speaker_2: Yeah. Yeah. Uh, my birthday is October 25th, 1996, and my address is 211 Wilson Street, Newark, Ohio. The ZIP code is 43055.

Speaker speaker_1: Thank you. Is your phone number still the 740-281-6484?

Speaker speaker_2: Uh, yeah. It should be 740-281-6484.

Speaker speaker_1: And then, I have gryan2229@gmail.com. Is that still a up-to-date email?

Speaker speaker_2: Yep.

Speaker speaker_1: Um, by any chance, do you have your card with you? Because on your card, there is that policy number. But if you wanna know-

Speaker speaker_2: So... Yeah.

Speaker speaker_1: ... if that particular service would be covered, I do have to connect you to the, um, carrier, which I can provide information also, as well as, as who they are. And I can transfer you, as well.

Speaker speaker_2: Uh-huh. Well, the two things, uh... So either, A, the card was sent out to me, and for some reason I threw it away, my mail, which maybe I did, I am kind of an idiot.

Speaker speaker_1: Oh, okay.

Speaker speaker_2: Or it wasn't sent out. It was probably one or the other.

Speaker speaker_1: Okay. So if you want, I can send you your card through your email, and I'll go ahead and put a request for another one to be sent out to your address, because, um-

Speaker speaker_2: Yeah. That, that sounds like a good idea.

Speaker speaker_1: ... that card has the, has the policy number's information, which I can provide to you. And I will just go ahead, I will just go ahead and send it to your email so that you can have it.

Speaker speaker_2: Sure.

Speaker speaker_1: And then, the pharmacy's information is in that card, as well, that I'm gonna send over, as well as the phone number of Ryder's.

Speaker speaker_2: Okay. Uh, let me just, uh, get over to this parking spot real quick, and then we'll be good to go.

Speaker speaker_1: Okay. Um, w- while you do that, can I go ahead and send you your card to your email? And then, when I do that-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... I'll get you to verify to see if you received it?

Speaker speaker_2: Yeah. Sure.

Speaker speaker_1: Okay. Give me one second. It looks like our page is currently down, so I'm gonna send an email to the office to see if they could get you that card, that, um, access to your card 'cause our page is down at the moment. But I will send it throughout the day today.

Speaker speaker_3: Yeah, sure. Fine.

Speaker speaker_1: So I'm gonna have to send that email out and then whenever I send it, I'll give you a call to let you know that I went ahead and sent it and get you to verify.

Speaker speaker_3: Okay.

Speaker speaker_1: Just to make sure that you did receive it. But I am gonna go ahead and put that request in for you to get your physical one.

Speaker speaker_3: Uh, you said my physical?

Speaker speaker_1: Yeah, your physical card. You- you do want a physical one also, right?

Speaker speaker_3: Oh! Yeah, no, sorry, I do. It's just, when you said physical, I'm about to get a physical, so I was like-

Speaker speaker_1: Oh, no.

Speaker speaker_3: Yeah.

Speaker speaker_1: Yeah.

Speaker speaker_3: I was like, "I didn't remember bringing that up."

Speaker speaker_1: Yeah, so I'll send it. I just can't right now because our page is down, um, the one that used-

Speaker speaker_3: Oh, yeah.

Speaker speaker_1: ... to download the emails. But I will send it today and I'm gonna go ahead and send that email so that I could get it as soon as possible.

Speaker speaker_3: Okay, and what would be the account number?

Speaker speaker_1: Um, give me one second. Okay. Thank you for your patience.

Speaker speaker_3: No problem.

Speaker speaker_1: So, since everything is completely down in that area, I'm not able to provide your policy number.

Speaker speaker_3: Okay.

Speaker speaker_1: But what I can do-

Speaker speaker_3: Okay.

Speaker speaker_1: ... is I can go ahead and transfer you to the carrier, which is 90 Degrees, and they should be able to give you that policy number.

Speaker speaker_3: Okay, that sounds good to me.

Speaker speaker_1: Um, do you want me to also give you the phone number just in case, for some reason, the call was to drop? And I'll try it for you-

Speaker speaker_3: Yeah, sure.

Speaker speaker_1: ... but I don't know if you want me to provide that number also, just in case.

Speaker speaker_3: Yeah, definitely. Thank you.

Speaker speaker_1: Okay, and then let me know when you're ready.

Speaker speaker_3: Good to go.

Speaker speaker_1: Okay, so it's called 90 Degrees, and then the phone number is 800-833-4296 and it's extension number 1. I'm gonna repeat it one more time. So it's 800-833-

Speaker speaker_3: Okay.

Speaker speaker_1: ... 4296, extension 1.

Speaker speaker_3: Gotcha, gotcha, gotcha. Thanks, that should be good to go.

Speaker speaker_1: But I was supposed to send that email and stuff, but I don't know how long they're gonna take to get back to me. So I'd rather just, like, connect you to them and you get that information.

Speaker speaker_3: No, yeah, that- that sounds good to me.

Speaker speaker_1: All right. I'm sorry for that. Um, is there anything else I can help you with? I'll still put in the request and then I'll still call you when I send you your card.

Speaker speaker_3: Yeah, no worries. I appreciate it. Thank you. That's good.

Speaker speaker_1: You're welcome. Have a nice day. Thank you for your time.

Speaker speaker_3: You as well.

Speaker speaker_1: Oh, and then I'm gonna go ahead and transfer you, okay?

Speaker speaker_3: Okay, thank you.