

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you? Hello? Hey. How can I help you? Hi, this is Brianna Lockhart. I was trying to see, um, about my insurance, because I haven't received my card in the mail yet. Okay. Yeah, I can check. What staffing agency do you work for? MAU. And then what are the last four of your Social? 5139. Can you verify your address and date of birth for me? 766 Cardinal Avenue, Columbus, Georgia 31907 and 07232002. Okay, thank you. So we actually have a different address. Oh. Do you remember the past address that we had? What y'all have, the 2700? Yeah. Can you, um, confirm all of it please? College Drive Apartments 1108 Menigee City, Alabama 36869. Yeah. So probably that's where your... That's probably where your cards went. Um, I can send them to you via email. Yes. See the thing- Okay. ... the thing is, I got a... I got a email from UPS, so I moved out. Actually today is my last day being at that address and I got an email saying they had something that, um... It... I forgot what day. I guess today is the last day that, um, my mail will be forwarded to that address. I haven't seen that email so I don't know if I'm... I don't know if any more mail will be coming to that address 'cause I did receive the email from, um, UPS or something. Okay. Well, I can send them to you via, um, email address and then I was going to tell you that your Insure Plus, Basic, that medical plan, they normally don't mail that card out. If you want a physical one, I can go ahead and request it, um, but I need that new address. You can, you can email it to me. Okay. Yeah, um. Did you want me to go ahead and update your address though, like online? Yes. What was that new address? 766 Cardinal Avenue, Columbus, Georgia 31907. And it's like the third range. Yes, C-A-R-D-I-N-A-L, Cardinal. Okay. Okay. I updated your address and I'm going to go ahead and send you your cards, okay? Okay. You're gonna be right back, is it? Yes, ma'am. Is it, um, IB... I... Is it L-B-R-I-A-N-N-A 0577@gmail.com? Yes. Okay. I'll be right back. Mm-hmm. Oh, wow. Yeah. Thank you for your code. I went ahead and emailed those cards to you. Do you mind verifying that you received them? I got people's shit. They, they already called my ass about a lot of shit. I gotta go, I gotta go to the house and get my money. Fuck. Please. Hello? Hey. Um, I went ahead and emailed that to you. Do you mind verifying that you received it? It should come from an email that says info@benefitsinacard.com. And then I also requested that card to be sent out to you, so it should take probably like 7 to 10 business days, not including, um, weekends. Okay. And my answer is it been in effect? Is now- Yeah. It's been in effec- Yes, ma'am. It looks like it became active on the 10th of February. Oh, wow. Dang. Okay. Um- Mm-hmm. Okay. Can I have... The, the insurance plan I chose was the medical, dental and vision? Correct. The medical plan that you have is the one that covers doctor visits with sick, hospital visits with injured, urgent care, emergency room and surgeries. And you have dental and vision for employee. Okay. Mm-hmm. All right. Thank you. You're welcome. Have a nice day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hello?

Speaker speaker_0: Hey. How can I help you?

Speaker speaker_1: Hi, this is Brianna Lockhart. I was trying to see, um, about my insurance, because I haven't received my card in the mail yet.

Speaker speaker_0: Okay. Yeah, I can check. What staffing agency do you work for?

Speaker speaker_1: MAU.

Speaker speaker_0: And then what are the last four of your Social?

Speaker speaker_1: 5139.

Speaker speaker_0: Can you verify your address and date of birth for me?

Speaker speaker_1: 766 Cardinal Avenue, Columbus, Georgia 31907 and 07232002.

Speaker speaker_0: Okay, thank you. So we actually have a different address.

Speaker speaker_1: Oh.

Speaker speaker_0: Do you remember the past address that we had?

Speaker speaker_1: What y'all have, the 2700?

Speaker speaker_0: Yeah. Can you, um, confirm all of it please?

Speaker speaker_1: College Drive Apartments 1108 Menigee City, Alabama 36869.

Speaker speaker_0: Yeah. So probably that's where your... That's probably where your cards went. Um, I can send them to you via email.

Speaker speaker_1: Yes. See the thing-

Speaker speaker_0: Okay.

Speaker speaker_1: ... the thing is, I got a... I got a email from UPS, so I moved out. Actually today is my last day being at that address and I got an email saying they had something that, um... It... I forgot what day. I guess today is the last day that, um, my mail will be forwarded to that address. I haven't seen that email so I don't know if I'm... I don't know if any more mail will be coming to that address 'cause I did receive the email from, um, UPS or something.

Speaker speaker_0: Okay. Well, I can send them to you via, um, email address and then I was going to tell you that your Insure Plus, Basic, that medical plan, they normally don't mail

that card out. If you want a physical one, I can go ahead and request it, um, but I need that new address.

Speaker speaker_1: You can, you can email it to me.

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah, um.

Speaker speaker_0: Did you want me to go ahead and update your address though, like online?

Speaker speaker_1: Yes.

Speaker speaker_0: What was that new address?

Speaker speaker_1: 766 Cardinal Avenue, Columbus, Georgia 31907.

Speaker speaker_0: And it's like the third range.

Speaker speaker_1: Yes, C-A-R-D-I-N-A-L, Cardinal.

Speaker speaker_0: Okay. Okay. I updated your address and I'm going to go ahead and send you your cards, okay?

Speaker speaker_1: Okay. You're gonna be right back, is it?

Speaker speaker_0: Yes, ma'am. Is it, um, IB... I... Is it L-B-R-I-A-N-N-A 0577@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. I'll be right back.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Oh, wow. Yeah.

Speaker speaker_0: Thank you for your code. I went ahead and emailed those cards to you. Do you mind verifying that you received them?

Speaker speaker_1: I got people's shit. They, they already called my ass about a lot of shit. I gotta go, I gotta go to the house and get my money. Fuck. Please.

Speaker speaker_3: Hello?

Speaker speaker_0: Hey. Um, I went ahead and emailed that to you. Do you mind verifying that you received it? It should come from an email that says info@benefitsinacard.com. And then I also requested that card to be sent out to you, so it should take probably like 7 to 10 business days, not including, um, weekends.

Speaker speaker_1: Okay. And my answer is it been in effect? Is now-

Speaker speaker_0: Yeah. It's been in effec- Yes, ma'am. It looks like it became active on the 10th of February.

Speaker speaker_1: Oh, wow. Dang. Okay. Um-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay. Can I have... The, the insurance plan I chose was the medical, dental and vision?

Speaker speaker_0: Correct. The medical plan that you have is the one that covers doctor visits with sick, hospital visits with injured, urgent care, emergency room and surgeries. And you have dental and vision for employee.

Speaker speaker_1: Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: You too. Bye-bye.