

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 is Stephanie. How can I assist you? Um, hey. I got a call today I have to choose my insurance today or I can't get any for the rest of the year. Okay. Um... What's the staffing agency that you're with? Um, Crown. Okay. And then what are the last four of your social? 4316. Okay. For security purposes, Jasmin, can you please verify your full social, I'm sorry, not your full social, your full address and your date of birth for me? Yes. I'm gonna... I need to update my address. I don't know if I've already done that or not. So I'm gonna give you one that might be on there but if it's not, that's... on this one it says Jasmin. Um... Okay. Which one is it? 114 Deck Drive. Deck Drive. Okay. What's the city and the state? Uh, Somerset, Kentucky. Okay. Yeah, so we... And then your date of birth? 07-27-05. Okay. So we do have the 114 Deck Drive. Um, did you want me to leave it how it is or change it? Can you change it? What's the new address? Um, 5117 Maple Grove Drive, Somerset, Kentucky 42503. Okay. Thank you. And then that was 5117 Maple Grove, Somerset, Kentucky 42503? Uh, Maple Grove Drive. Maple Grove Drive. Okay, thank you. Sorry. All right. And then I have your phone number as 606-341-0283? Yes, I am. Okay. And then I have jasminphilpot@yahoo.com? Yes. Okay. And then did you know what you wanted to be enrolled into already or you're not sure yet? I have not the slightest clue. Okay. So if you want, I can go ahead and email you the benefit guide. What that benefit guide has, it has all the plans that they offer as well as the prices to those plans. Um, and I can also review with you. Okay. If you want, you can just email it to me and, you know, me and my husband can look over it and then I can... What time do you close? We're open from, um, 8:00 PM Eastern Time. Okay. Well, I'll, I'll... Yeah, I'll look over that email and then I'll call you back. Okay. Um, before I let you go, um, could you verify that you received it just so that I'm sure that you did get it? Oh, yeah, that would probably be a good idea for me. And then I am about to send it in a few. Give me one sec. Sorry, it's loading. Oh, you're fine. Okay. I just now sent it. It should come from an email that says info@benefitsinacard.com. If you open your email and don't see it, I would also recommend checking your spam and your junk file. Okay. Yes, I got it. Okay. And then just keep in mind we close at 6:00 PM Eastern Time, okay? Okay. All righty, thank you. All right, ma'am. You're welcome. Have a nice day. You too. Bye-bye.

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 is Stephanie. How can I assist you?

Speaker speaker_2: Um, hey. I got a call today I have to choose my insurance today or I can't get any for the rest of the year.

Speaker speaker_1: Okay.

Speaker speaker_2: Um...

Speaker speaker_1: What's the staffing agency that you're with?

Speaker speaker_2: Um, Crown.

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

Speaker speaker_2: 4316.

Speaker speaker_1: Okay. For security purposes, Jasmin, can you please verify your full social, I'm sorry, not your full social, your full address and your date of birth for me?

Speaker speaker_2: Yes. I'm gonna... I need to update my address. I don't know if I've already done that or not. So I'm gonna give you one that might be on there but if it's not, that's... on this one it says Jasmin. Um...

Speaker speaker_1: Okay. Which one is it?

Speaker speaker_2: 114 Deck Drive. Deck Drive.

Speaker speaker_1: Okay. What's the city and the state?

Speaker speaker_2: Uh, Somerset, Kentucky.

Speaker speaker_1: Okay. Yeah, so we... And then your date of birth?

Speaker speaker_2: 07-27-05.

Speaker speaker_1: Okay. So we do have the 114 Deck Drive. Um, did you want me to leave it how it is or change it?

Speaker speaker_2: Can you change it?

Speaker speaker_1: What's the new address?

Speaker speaker_2: Um, 5117 Maple Grove Drive, Somerset, Kentucky 42503.

Speaker speaker_1: Okay. Thank you. And then that was 5117 Maple Grove, Somerset, Kentucky 42503?

Speaker speaker_2: Uh, Maple Grove Drive.

Speaker speaker_1: Maple Grove Drive. Okay, thank you.

Speaker speaker_2: Sorry.

Speaker speaker_1: All right. And then I have your phone number as 606-341-0283?

Speaker speaker_2: Yes, I am.

Speaker speaker_1: Okay. And then I have jasminphilpot@yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then did you know what you wanted to be enrolled into already or you're not sure yet?

Speaker speaker_2: I have not the slightest clue.

Speaker speaker_1: Okay. So if you want, I can go ahead and email you the benefit guide. What that benefit guide has, it has all the plans that they offer as well as the prices to those plans. Um, and I can also review with you.

Speaker speaker_2: Okay. If you want, you can just email it to me and, you know, me and my husband can look over it and then I can... What time do you close?

Speaker speaker_1: We're open from, um, 8:00 PM Eastern Time.

Speaker speaker_2: Okay. Well, I'll, I'll... Yeah, I'll look over that email and then I'll call you back.

Speaker speaker_1: Okay. Um, before I let you go, um, could you verify that you received it just so that I'm sure that you did get it?

Speaker speaker_2: Oh, yeah, that would probably be a good idea for me.

Speaker speaker_1: And then I am about to send it in a few. Give me one sec. Sorry, it's loading.

Speaker speaker_2: Oh, you're fine.

Speaker speaker_1: Okay. I just now sent it. It should come from an email that says info@benefitsinacard.com. If you open your email and don't see it, I would also recommend checking your spam and your junk file.

Speaker speaker_2: Okay. Yes, I got it.

Speaker speaker_1: Okay. And then just keep in mind we close at 6:00 PM Eastern Time, okay?

Speaker speaker_2: Okay. All righty, thank you.

Speaker speaker_1: All right, ma'am. You're welcome. Have a nice day.

Speaker speaker_2: You too. Bye-bye.