

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? Yes. Uh, I haven't received my cards yet, and they said they were gonna email 'em to me, but they only emailed the dental. I need the other one. Okay. Yeah. I can email them to you if they're available. Um, what staffing agency are you working with? Uh, MAU. Okay. In Omaha. You said they only, um, sent the dental, right? Yes. Okay. And then what is the last four of your Social? 8490. Thank you. For security purposes, could you verify your address and your date of birth for me? It's 1230 Rock Mills Road in LaGrange, Georgia 30240, and the birthdate's 1/28/86. Is your phone number 678-378-3131? Yes. Okay. And then I have ryanYourLastName@Yahoo.com. Is that up to date? Yes. Is that a good email to send you the cards to? Yeah, it is. They just sent only the dental, and I needed the other as well. Okay. Um, do you mind if I put you in a brief hold while I send you that information to your email on file? Sure. No problem. I'll be right back. Did you want me to send you, um, the dental card also or just the one that you were missing? Just the ones I was missing. Okay. I'm about to send it right now. If you could please verify that you received it for me, just so that I'm sure that you got it. Um, is your com- I'm not... I'm not able to get to my... I'm not able to get to my email right now, but- Oh, okay. Um- I'm at work, so I'm- If you... Y- So I'm just callin'. Gotcha. Once you get it, it's gonna come from an email that says info@benefitsinacard.com. But I went ahead and sent it, and if you don't see it, you're welcome to give us a call but, you should be getting it 'cause I did send it over to that email file. All right. Thank you. Um, are y'all open Saturday or Sunday? We're not. We're only open Monday through Friday, um, from 8:00 to 8:00 PM Eastern Time. All right. Well, if I don't get it, for whatever reason I don't get the right card, I'll just have to call back Monday. But I'm pretty sure now it should be there. Yeah. So you should only be getting either way two cards, which is the one that I sent and then your dental. Okay. Okay? So you should be getting it. Um, but if you don't see it for some reason, I would also check your spam and your junk 'cause sometimes they go there. Um, but like I said, if you don't see it, then you're welcome to give us a call but I did send it, and it looks like it did send. All right. Well, I appreciate it. Mm-hmm. You're welcome. Have a nice day. You too. 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: Yes. Uh, I haven't received my cards yet, and they said they were gonna email 'em to me, but they only emailed the dental. I need the other one.

Speaker speaker_1: Okay. Yeah. I can email them to you if they're available. Um, what staffing agency are you working with?

Speaker speaker_2: Uh, MAU.

Speaker speaker_1: Okay.

Speaker speaker_2: In Omaha.

Speaker speaker_1: You said they only, um, sent the dental, right?

Speaker speaker_2: Yes.

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

Speaker speaker_2: 8490.

Speaker speaker_1: Thank you. For security purposes, could you verify your address and your date of birth for me?

Speaker speaker_2: It's 1230 Rock Mills Road in LaGrange, Georgia 30240, and the birthdate's 1/28/86.

Speaker speaker_1: Is your phone number 678-378-3131?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then I have ryanYourLastName@Yahoo.com. Is that up to date?

Speaker speaker_2: Yes.

Speaker speaker_1: Is that a good email to send you the cards to?

Speaker speaker_2: Yeah, it is. They just sent only the dental, and I needed the other as well.

Speaker speaker_1: Okay. Um, do you mind if I put you in a brief hold while I send you that information to your email on file?

Speaker speaker_2: Sure. No problem.

Speaker speaker_1: I'll be right back. Did you want me to send you, um, the dental card also or just the one that you were missing?

Speaker speaker_2: Just the ones I was missing.

Speaker speaker_1: Okay. I'm about to send it right now. If you could please verify that you received it for me, just so that I'm sure that you got it. Um, is your com-

Speaker speaker_2: I'm not... I'm not able to get to my... I'm not able to get to my email right now, but-

Speaker speaker_1: Oh, okay. Um-

Speaker speaker_2: I'm at work, so I'm-

Speaker speaker_1: If you... Y-

Speaker speaker_2: So I'm just callin'.

Speaker speaker_1: Gotcha. Once you get it, it's gonna come from an email that says info@benefitsinacard.com. But I went ahead and sent it, and if you don't see it, you're welcome to give us a call but, you should be getting it 'cause I did send it over to that email file.

Speaker speaker_2: All right. Thank you. Um, are y'all open Saturday or Sunday?

Speaker speaker_1: We're not. We're only open Monday through Friday, um, from 8:00 to 8:00 PM Eastern Time.

Speaker speaker_2: All right. Well, if I don't get it, for whatever reason I don't get the right card, I'll just have to call back Monday. But I'm pretty sure now it should be there.

Speaker speaker_1: Yeah. So you should only be getting either way two cards, which is the one that I sent and then your dental.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay? So you should be getting it. Um, but if you don't see it for some reason, I would also check your spam and your junk 'cause sometimes they go there. Um, but like I said, if you don't see it, then you're welcome to give us a call but I did send it, and it looks like it did send.

Speaker speaker_2: All right. Well, I appreciate it.

Speaker speaker_1: Mm-hmm. You're welcome. Have a nice day.

Speaker speaker_2: You too. Bye.