

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Uh, hello. I'm calling because I'm, I'm currently at Western Dental. Um, I had a dentist appointment. Um, but I never really noticed before that, um, the benefits card that I have with you guys, it only says vision. So I was seeing how could I go about, um, proving that I have, um- Getting your dental card? Yeah. Um, I just need the name of your staffing agency and the last four of your Social. Uh, Verstellla. Uh, at first it was TR Staffing, but they switched over to Verstellla Staffing. Okay. And the last four will be 846, uh, 8465. Thank you. And your first and last name? Maurice Jones. For security purposes, can you verify your address and date of birth? Yeah. Um, my address has changed. It is 14, um, it's 14014 North 32nd Street. Mm-hmm. Can you give me the full address? Uh, hold on one moment. Let me go check. Uh, uh, it will be 14014 North 32nd Street, Phoenix, Arizona 85032. Okay. And then what was your date of birth? August 19th, 1999. Thank you. Is it 562-737-3548 your phone number? Uh, yeah. 7-7-3-... Okay. And then, um, I have your, Jones, your fir- first name, 268 at gmail.com. Is that up to date? Yeah. Okay, thank you. Okay, um, if you want, I can go ahead and send it to you via email. Is that a good email to send the card to, your dental card? Yeah. Okay, give me one second while I get that ready. Is that the only card you needed me to send to you right now? Yeah, basically 'cause the other ones, like I said, uh, I got sent two cards, but, uh, I don't know if it was for mistake or is that how the system works. I was sent two cards that says medical coverage but they both say vision in the right corner. Uh, I, I re- I never really paid attention, honestly, until I got down here right now and literally ... Yeah. Well, that's probably your preventative- ... because I can see, uh... ... with your vision card. Yeah, it's a... I, I just didn't need the dental one basically and that'll be- Did you... ... pretty much about it. ... did you want me to send you your VIP standard card? That card, they normally don't send it out to you. If you do want a physical one, I do have to request it. So I don't know if you- Okay. ... want me to go ahead and send you your medical one. Your medical one, you probably have your preventative and your vision. Preventative is only the one for- Yeah. ... like the annual checkups and your physical. Um, STD, cancer screenings. That one's the one that you have. Uh, the medical one is the VIP standard. Um, I don't think you'll have that one. You probably have the one that says 90 degrees. Okay. Yeah. Let me take a look real quick. So you say you could email me the other one, cor- correct? Yes. Both, um, the hospital indemnity one, which is the one that- Yeah. ... covers the fact, towards your hospital's visit. And then, um, your dental. Okay. And then do you mind verifying that you received it? I'm about to send it over in a few. Okay. Did you want me to request one? Like a physical one? Um... For your medical? That one they don't- Yeah. ... send it to you. You do have to request it if you want a physical one. Um, so that's why you got those first. Okay. Did you ever get- Will the current email be- Uh, yeah. ... be coming under spam or? It says, um, Jones, your first name 268 at

gmail.com. Is that the one that you want me to send it to you? Yeah. But I was saying the incoming email, would it be a, um, a spam? Oh. Will it come under spam or something? Oh, um, there's a possibility that it will. Um, do you- Okay. I just went ahead and sent it to you. Do you mind verifying that you received it? And it should come from my email that's support at benefits in a card.com. Okay. This is Okay. This was canceled. The one that says cancel as well. And this should be canceled as well. Well, that's for your medical. Like, if you get sick or something. It said... And then the one that says Carenton- It said... Okay. The one that says Carenton is for your dent- dental. Um... Did you ever get your dental card mailed to you? No, I only had the vi- the vision one. Okay, so you want me to request it then? Yeah. Is that the address that it's going to? So you said one... Uh, no, we can send it to a different address. So you said one is medical and the other one is dental, correct? Yeah, the one that says dental is gonna say Carenton on it. The one that's medical is gonna say American Public Life or APL. Okay. It'll tell you on the card, like, for dental, it's gonna say dental and it's gonna say Carenton. Okay. Which is C-A-R-R-I-N-G-T-O-N. Okay. Um, and then what is that address that you're getting it delivered to? Uh, the address will be 7714 on North 12th Street. Mm-hmm. Phoenix, Arizona, 85020. Thank you. Apartment one. Do you want me to update your address or is that the address that- Uh, yeah, we should update it as well. That address was the one, like, when I first moved out here. It's like good so now I have my own place. So that, that, that'll be convenient for me. Okay. Apartment one, right? Yeah. Okay. Okay, I went ahead and put that request for dental and for your hospital indemnity, the medical one that you currently have right now in your email. Um, so you should be receiving those within seven to 10 business days, not including weekends. Okay. All right. Thank you. You're welcome. Have a nice day, sir. All right. You as well. Bye.

Conversation Format

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

Speaker speaker_1: Uh, hello. I'm calling because I'm, I'm currently at Western Dental. Um, I had a dentist appointment. Um, but I never really noticed before that, um, the benefits card that I have with you guys, it only says vision. So I was seeing how could I go about, um, proving that I have, um-

Speaker speaker_0: Getting your dental card?

Speaker speaker_1: Yeah.

Speaker speaker_0: Um, I just need the name of your staffing agency and the last four of your Social.

Speaker speaker_1: Uh, Verstella. Uh, at first it was TR Staffing, but they switched over to Verstella Staffing.

Speaker speaker_0: Okay.

Speaker speaker_1: And the last four will be 846, uh, 8465.

Speaker speaker_0: Thank you. And your first and last name?

Speaker speaker_1: Maurice Jones.

Speaker speaker_0: For security purposes, can you verify your address and date of birth?

Speaker speaker_1: Yeah. Um, my address has changed. It is 14, um, it's 14014 North 32nd Street.

Speaker speaker_0: Mm-hmm. Can you give me the full address?

Speaker speaker_1: Uh, hold on one moment. Let me go check. Uh, uh, it will be 14014 North 32nd Street, Phoenix, Arizona 85032.

Speaker speaker_0: Okay. And then what was your date of birth?

Speaker speaker_1: August 19th, 1999.

Speaker speaker_0: Thank you. Is it 562-737-3548 your phone number?

Speaker speaker_1: Uh, yeah. 7-7-3-...

Speaker speaker_0: Okay. And then, um, I have your, Jones, your fir- first name, 268 at gmail.com. Is that up to date?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, thank you. Okay, um, if you want, I can go ahead and send it to you via email. Is that a good email to send the card to, your dental card?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, give me one second while I get that ready. Is that the only card you needed me to send to you right now?

Speaker speaker_1: Yeah, basically 'cause the other ones, like I said, uh, I got sent two cards, but, uh, I don't know if it was for mistake or is that how the system works. I was sent two cards that says medical coverage but they both say vision in the right corner. Uh, I, I re- I never really paid attention, honestly, until I got down here right now and literally

Speaker speaker_2: ... Yeah. Well, that's probably your preventative-

Speaker speaker_1: ... because I can see, uh...

Speaker speaker_0: ... with your vision card.

Speaker speaker_1: Yeah, it's a... I, I just didn't need the dental one basically and that'll be-

Speaker speaker_0: Did you...

Speaker speaker_1: ... pretty much about it.

Speaker speaker_2: ... did you want me to send you your VIP standard card? That card, they normally don't send it out to you. If you do want a physical one, I do have to request it. So I

don't know if you-

Speaker speaker_1: Okay.

Speaker speaker_2: ... want me to go ahead and send you your medical one. Your medical one, you probably have your preventative and your vision. Preventative is only the one for-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... like the annual checkups and your physical. Um, STD, cancer screenings. That one's the one that you have. Uh, the medical one is the VIP standard. Um, I don't think you'll have that one. You probably have the one that says 90 degrees.

Speaker speaker_1: Okay. Yeah. Let me take a look real quick. So you say you could email me the other one, cor- correct?

Speaker speaker_2: Yes. Both, um, the hospital indemnity one, which is the one that-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... covers the fact, towards your hospital's visit. And then, um, your dental.

Speaker speaker_1: Okay.

Speaker speaker_2: And then do you mind verifying that you received it? I'm about to send it over in a few. Okay. Did you want me to request one? Like a physical one?

Speaker speaker_1: Um...

Speaker speaker_2: For your medical? That one they don't-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... send it to you. You do have to request it if you want a physical one. Um, so that's why you got those first.

Speaker speaker_1: Okay.

Speaker speaker_2: Did you ever get-

Speaker speaker_1: Will the current email be-

Speaker speaker_2: Uh, yeah.

Speaker speaker_1: ... be coming under spam or?

Speaker speaker_2: It says, um, Jones, your first name 268 at gmail.com. Is that the one that you want me to send it to you?

Speaker speaker_1: Yeah. But I was saying the incoming email, would it be a, um, a spam?

Speaker speaker_2: Oh.

Speaker speaker_1: Will it come under spam or something?

Speaker speaker_2: Oh, um, there's a possibility that it will. Um, do you-

Speaker speaker_1: Okay.

Speaker speaker_2: I just went ahead and sent it to you. Do you mind verifying that you received it? And it should come from my email that's support at benefits in a card.com.

Speaker speaker_1: Okay. This is

Speaker speaker_3: Okay. This was canceled.

Speaker speaker_2: The one that says cancel as well.

Speaker speaker_1: And this should be canceled as well.

Speaker speaker_2: Well, that's for your medical. Like, if you get sick or something.

Speaker speaker_1: It said...

Speaker speaker_2: And then the one that says Carenton-

Speaker speaker_1: It said... Okay.

Speaker speaker_2: The one that says Carenton is for your dent- dental.

Speaker speaker_1: Um...

Speaker speaker_2: Did you ever get your dental card mailed to you?

Speaker speaker_1: No, I only had the vi- the vision one.

Speaker speaker_2: Okay, so you want me to request it then?

Speaker speaker_1: Yeah.

Speaker speaker_2: Is that the address that it's going to?

Speaker speaker_1: So you said one... Uh, no, we can send it to a different address. So you said one is medical and the other one is dental, correct?

Speaker speaker_2: Yeah, the one that says dental is gonna say Carenton on it. The one that's medical is gonna say American Public Life or APL.

Speaker speaker_1: Okay.

Speaker speaker_2: It'll tell you on the card, like, for dental, it's gonna say dental and it's gonna say Carenton.

Speaker speaker_1: Okay.

Speaker speaker_2: Which is C-A-R-R-I-N-G-T-O-N.

Speaker speaker_1: Okay.

Speaker speaker_2: Um, and then what is that address that you're getting it delivered to?

Speaker speaker_1: Uh, the address will be 7714 on North 12th Street.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Phoenix, Arizona, 85020.

Speaker speaker_2: Thank you.

Speaker speaker_1: Apartment one.

Speaker speaker_2: Do you want me to update your address or is that the address that-

Speaker speaker_1: Uh, yeah, we should update it as well. That address was the one, like, when I first moved out here. It's like good so now I have my own place. So that, that, that'll be convenient for me.

Speaker speaker_2: Okay. Apartment one, right?

Speaker speaker_1: Yeah.

Speaker speaker_2: Okay. Okay, I went ahead and put that request for dental and for your hospital indemnity, the medical one that you currently have right now in your email. Um, so you should be receiving those within seven to 10 business days, not including weekends.

Speaker speaker_1: Okay. All right. Thank you.

Speaker speaker_2: You're welcome. Have a nice day, sir.

Speaker speaker_1: All right. You as well. Bye.