

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? Yes, ma'am. I'm trying to order my insurance cards. I recently got you guys' assurances through a employer of mine. Is this... What is the name of the staffing agency? I can see if they're ready. On Track, O-N-T-R. Mm-hmm. Yeah. What are, what are the last four of your Social? 3366. Your first and last name? Damon Pike, D-A-M-O-N P-I-K-E. For security purposes, can you verify your address and date of birth? Uh, my date of birth is 10/08/04. And my address on there should be 10755 Ridgefield Drive. If it's not that, it's gonna be 7065 Creekside Drive. I'm trying to change my address as well. I did it online. Okay. What was the city and the state? Olive Branch, Mississippi. Do you not live at the 7065 place anymore? No, ma'am. No, ma'am, I did move. Ooh, okay, 'cause that's where the cards are gonna go to. Um, we're only- Yeah. ... really allowed to request them every six months. But I can definitely, um... I can go ahead and request your V... Let me see. Well, let me see if they'll let me, 'cause I know they normally only let me request them every six months. Um, normally your VIP card, which is the medical card, either way they don't send it out to you, so that one I can go ahead and request. But let me see if they'll let me do dental. Um, and then let's- Yeah, that's the big one. That's what I need the most. What's the, um, updated address? So I can go ahead and change that. 10755 Ridgefield, R-I-D-G-E-F-I-E-L-D Drive, Olive Branch, Mississippi 38654. Okay. So it's a different zip code. It's just a different address? Yes, ma'am. Okay. Then I have 901-335-1998 as your phone number? Yes, ma'am. That's me. Okay. All right. Give me one second. Um, let me go ahead and put that request in, and then I'm gonna email that to you as well. Um, is that a good email to send it to, dtp99@icloud.com? Yes, ma'am. That's me. All right. Give me one second. I'm gonna go ahead and get that ready. Okay. She almost followed me.

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: Yes, ma'am. I'm trying to order my insurance cards. I recently got you guys' assurances through a employer of mine.

Speaker speaker_0: Is this... What is the name of the staffing agency? I can see if they're ready.

Speaker speaker_1: On Track, O-N-T-R.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Yeah.

Speaker speaker_0: What are, what are the last four of your Social?

Speaker speaker_1: 3366.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Damon Pike, D-A-M-O-N P-I-K-E.

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

Speaker speaker_1: Uh, my date of birth is 10/08/04. And my address on there should be 10755 Ridgefield Drive. If it's not that, it's gonna be 7065 Creekside Drive. I'm trying to change my address as well. I did it online.

Speaker speaker_0: Okay. What was the city and the state?

Speaker speaker_1: Olive Branch, Mississippi.

Speaker speaker_0: Do you not live at the 7065 place anymore?

Speaker speaker_1: No, ma'am. No, ma'am, I did move.

Speaker speaker_0: Ooh, okay, 'cause that's where the cards are gonna go to. Um, we're only-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... really allowed to request them every six months. But I can definitely, um... I can go ahead and request your V... Let me see. Well, let me see if they'll let me, 'cause I know they normally only let me request them every six months. Um, normally your VIP card, which is the medical card, either way they don't send it out to you, so that one I can go ahead and request. But let me see if they'll let me do dental. Um, and then let's-

Speaker speaker_1: Yeah, that's the big one. That's what I need the most.

Speaker speaker_0: What's the, um, updated address? So I can go ahead and change that.

Speaker speaker_1: 10755 Ridgefield, R-I-D-G-E-F-I-E-L-D Drive, Olive Branch, Mississippi 38654.

Speaker speaker_0: Okay. So it's a different zip code. It's just a different address?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Then I have 901-335-1998 as your phone number?

Speaker speaker_1: Yes, ma'am. That's me.

Speaker speaker_0: Okay. All right. Give me one second. Um, let me go ahead and put that request in, and then I'm gonna email that to you as well. Um, is that a good email to send it to, dtp99@icloud.com?

Speaker speaker_1: Yes, ma'am. That's me.

Speaker speaker_0: All right. Give me one second. I'm gonna go ahead and get that ready.

Speaker speaker_1: Okay.

Speaker speaker_2: She almost followed me.