

## Transcript: Estefania

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### Full Transcript

Thank you for calling Dental and Vision Card. My name is Stephanie. How can I assist you? How you doing, Stephanie? My name is Jonathan Brown. How can I help you? Oh, uh, the Virtella, uh- Hello? ... company. So, I was calling because, um, so I received, uh, a Vision and a Dental Card, but I never sent, I never received, uh, I never received like a med, uh, the Medical Card for me to, might go to the hospital or the doctor's appointment. Okay, I can check to see. Okay. Yes, sir. Okay, can you hear me? Yeah, I hear you. Yeah, I'm here. Hello? Hello? Did she hang up on me? Or nah. I don't know what happened. Hello? Hello? Uh-oh. I don't know what happened. Hello? Do I still have you on the line? Yes, ma'am, I'm here. Sorry, I don't know what happened. I think it froze up or something. Um, I was asking you, did you say that you worked with Tara? No, Virt- uh, what is it? Virtella, the Virtella Company. Virtella. Virtella. Okay. And then I just need the last four of your Social so that I can pull it up on your file. Uh, 2824. Okay. I, I received the card for dent- for Dental and Vision but I didn't receive the card for medical. Okay. Um, if you got one of the VIP plans, normally those cards never get sent out to you. Once you become active, you're supposed to request them. But I can check to see if that's what went wrong today. Well, I think, yeah. I'll go ahead and request it. I'll call... I rec- I called, uh, before and asked you guys, uh, about it, and somebody said that my company should've been sending it in an email. A virtual card. Okay. I, I never received a virtual card, so then, and now they saying, he told me, the guy told me if I didn't get a virtual to call back and he'll make sure I receive it. Okay. And then, um, what was your first and last name again? My first name is Jonathan, last name Brown. For security purposes, could you verify your address and date of birth? Uh, 5715 West Western Avenue, Chicago, Illinois, 60644, Apartment 1. And my birthdate is 01/30/'76. Okay, thank you, sir. And then, uh, I have 7737033812 as your phone number. Yes, ma'am. And then I have mail.jonathan.brown@gmail.com? Yeah, mai- Oh, it's mail.jonathan, yes, mail.jonathan.brown@gmail.com, yes. All right, let's see. Okay, yeah. So for your VIP Plus, um, that one they normally don't mail it out to you, but I can go ahead and send it to you. Okay, that would be great. And then did you want me to go ahead and put a request for a physical one? Yes, yes. Okay. Um, I'm gonna put you in a brief hold while I send you those cards over. Did you just want me to send you your Medical Card, or did you want me to send you your Dental and Vision also? Again... I received the Dental and Vision in the mail, but I never receive the- Okay. ... the medical card. Gotcha. Okay. I'm gonna go ahead and get that ready, send it over to your email and put the request in. Um, while I do that, I'm gonna put you in a brief hold, okay? Okay, thank you. Thank you. ... allergy and pediatrics. ... Okay. Okay. Thank you for holding, sir. I went ahead and emailed that card 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 a physical card to be sent out to that address. So, that one should take

seven to 10 business days, not including weekends. Okay? But it has been requested already, so you should be receiving it soon. And then, I emailed that one as well. Well, I do have it on my phone. Yes, ma'am. Mm-hmm. And then that number that's there is, um, who you can reach out if you want to find provider within the network. You're not required to stay within the network. As long as the provider, um, accepts it, then you should be fine. Okay. All right. Well, I thank you so much, because they never sent it to me and I was wondering why, why I never received it. Okay. Yes, sir. Thank you so, thank you so much. Mm-hmm. You're welcome. Have a nice day. Yes, ma'am. Thank you. If you have any questions, we're here from 8:00 AM up until 8:00 PM Eastern time. So, I think it's, it might be 4:00 over there and it's 5:48 already down here. Okay. Thanks a lot, ma'am. You're welcome. Have a nice day. You too.

## Conversation Format

Speaker speaker\_0: Thank you for calling Dental and Vision Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: How you doing, Stephanie? My name is Jonathan Brown.

Speaker speaker\_0: How can I help you?

Speaker speaker\_1: Oh, uh, the Virtella, uh-

Speaker speaker\_0: Hello?

Speaker speaker\_1: ... company. So, I was calling because, um, so I received, uh, a Vision and a Dental Card, but I never sent, I never received, uh, I never received like a med, uh, the Medical Card for me to, might go to the hospital or the doctor's appointment.

Speaker speaker\_0: Okay, I can check to see.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Yes, sir. Okay, can you hear me?

Speaker speaker\_1: Yeah, I hear you. Yeah, I'm here. Hello? Hello? Did she hang up on me? Or nah. I don't know what happened. Hello? Hello? Uh-oh. I don't know what happened.

Speaker speaker\_0: Hello? Do I still have you on the line?

Speaker speaker\_1: Yes, ma'am, I'm here.

Speaker speaker\_0: Sorry, I don't know what happened. I think it froze up or something. Um, I was asking you, did you say that you worked with Tara?

Speaker speaker\_1: No, Virt- uh, what is it? Virtella, the Virtella Company.

Speaker speaker\_0: Virtella.

Speaker speaker\_1: Virtella.

Speaker speaker\_0: Okay. And then I just need the last four of your Social so that I can pull it up on your file.

Speaker speaker\_1: Uh, 2824.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I, I received the card for dent- for Dental and Vision but I didn't receive the card for medical.

Speaker speaker\_0: Okay. Um, if you got one of the VIP plans, normally those cards never get sent out to you. Once you become active, you're supposed to request them. But I can check to see if that's what went wrong today.

Speaker speaker\_1: Well, I think, yeah. I'll go ahead and request it. I'll call... I rec- I called, uh, before and asked you guys, uh, about it, and somebody said that my company should've been sending it in an email. A virtual card.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I, I never received a virtual card, so then, and now they saying, he told me, the guy told me if I didn't get a virtual to call back and he'll make sure I receive it.

Speaker speaker\_0: Okay. And then, um, what was your first and last name again?

Speaker speaker\_1: My first name is Jonathan, last name Brown.

Speaker speaker\_0: For security purposes, could you verify your address and date of birth?

Speaker speaker\_1: Uh, 5715 West Western Avenue, Chicago, Illinois, 60644, Apartment 1. And my birthdate is 01/30/'76.

Speaker speaker\_0: Okay, thank you, sir. And then, uh, I have 7737033812 as your phone number.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And then I have mail.jonathan.brown@gmail.com?

Speaker speaker\_1: Yeah, mai- Oh, it's mail.jonathan, yes, mail.jonathan.brown@gmail.com, yes.

Speaker speaker\_0: All right, let's see. Okay, yeah. So for your VIP Plus, um, that one they normally don't mail it out to you, but I can go ahead and send it to you.

Speaker speaker\_1: Okay, that would be great.

Speaker speaker\_0: And then did you want me to go ahead and put a request for a physical one?

Speaker speaker\_1: Yes, yes.

Speaker speaker\_0: Okay. Um, I'm gonna put you in a brief hold while I send you those cards over. Did you just want me to send you your Medical Card, or did you want me to send you

your Dental and Vision also? Again...

Speaker speaker\_1: I received the Dental and Vision in the mail, but I never receive the-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... the medical card.

Speaker speaker\_0: Gotcha. Okay. I'm gonna go ahead and get that ready, send it over to your email and put the request in. Um, while I do that, I'm gonna put you in a brief hold, okay?

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: Thank you.

Speaker speaker\_2: ... allergy and pediatrics. ...

Speaker speaker\_0: Okay. Okay. Thank you for holding, sir. I went ahead and emailed that card 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 a physical card to be sent out to that address. So, that one should take seven to 10 business days, not including weekends. Okay? But it has been requested already, so you should be receiving it soon. And then, I emailed that one as well.

Speaker speaker\_3: Well, I do have it on my phone. Yes, ma'am.

Speaker speaker\_0: Mm-hmm. And then that number that's there is, um, who you can reach out if you want to find provider within the network. You're not required to stay within the network. As long as the provider, um, accepts it, then you should be fine.

Speaker speaker\_3: Okay. All right. Well, I thank you so much, because they never sent it to me and I was wondering why, why I never received it.

Speaker speaker\_0: Okay. Yes, sir.

Speaker speaker\_3: Thank you so, thank you so much.

Speaker speaker\_0: Mm-hmm. You're welcome. Have a nice day.

Speaker speaker\_3: Yes, ma'am. Thank you.

Speaker speaker\_0: If you have any questions, we're here from 8:00 AM up until 8:00 PM Eastern time. So, I think it's, it might be 4:00 over there and it's 5:48 already down here.

Speaker speaker\_3: Okay. Thanks a lot, ma'am.

Speaker speaker\_0: You're welcome. Have a nice day.

Speaker speaker\_3: You too.