

## **Transcript: Estefania**

**Acevedo-5838953468968960-5776205674496000**

### **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? Hi. I'm calling, uh, about, uh, my free Rx benefit. I'm trying to get, um, antibiotics and they're telling me that my account has been deactivated since the 22nd. My last check was the 24th, so how long do you have before it just goes inactive? So I have to get into your file to actually look at your account. Um, what agency do you work for? Queen Crown. Um, did you say Crown? I'm sorry. Y- yeah. Okay, thank you. And then what are the last four of your Social? 6175. I'm sorry, can you repeat those last four again? 6175. 75, okay. And your first and last name? Alanna Lewis-Thomas. Okay. For security purposes, could you please verify your address as well as your date of birth? Uh, 2905 Blackway Drive, Louisville, Kentucky 40216. Date of birth's 4/27/97. Okay. Is it 502-310-2160, your, your phone number? Mm-hmm. Yes. 878-316-702-2100. And then I have... Thank you. Then I have, um, eliamyia@gmail.com. Is that safe? Yeah. elianamaya, yeah. All right. Give me one second. Let me verify. Okay. What did they tell you? They told me... So the first guy I talked to tried to tell me that my account is not active because it's been, like, a week since I got a check. But how is that even possible when the provider that sent these medications came from a Benefits in a Card provider that I talked to at, like, 3:00 AM this morning? Okay. All right. Give me one second. Let me review your account real quick. Okay.

### **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: Hi. I'm calling, uh, about, uh, my free Rx benefit. I'm trying to get, um, antibiotics and they're telling me that my account has been deactivated since the 22nd. My last check was the 24th, so how long do you have before it just goes inactive?

Speaker speaker\_1: So I have to get into your file to actually look at your account. Um, what agency do you work for?

Speaker speaker\_2: Queen Crown.

Speaker speaker\_1: Um, did you say Crown? I'm sorry.

Speaker speaker\_2: Y- yeah.

Speaker speaker\_1: Okay, thank you. And then what are the last four of your Social?

Speaker speaker\_2: 6175.

Speaker speaker\_1: I'm sorry, can you repeat those last four again?

Speaker speaker\_2: 6175.

Speaker speaker\_1: 75, okay. And your first and last name?

Speaker speaker\_2: Alanna Lewis-Thomas.

Speaker speaker\_1: Okay. For security purposes, could you please verify your address as well as your date of birth?

Speaker speaker\_2: Uh, 2905 Blackway Drive, Louisville, Kentucky 40216. Date of birth's 4/27/97.

Speaker speaker\_1: Okay. Is it 502-310-2160, your, your phone number?

Speaker speaker\_2: Mm-hmm. Yes. 878-316-702-2100.

Speaker speaker\_1: And then I have... Thank you. Then I have, um, eliamya@gmail.com. Is that safe?

Speaker speaker\_2: Yeah. elianamaya, yeah.

Speaker speaker\_1: All right. Give me one second. Let me verify. Okay. What did they tell you?

Speaker speaker\_2: They told me... So the first guy I talked to tried to tell me that my account is not active because it's been, like, a week since I got a check. But how is that even possible when the provider that sent these medications came from a Benefits in a Card provider that I talked to at, like, 3:00 AM this morning?

Speaker speaker\_1: Okay. All right. Give me one second. Let me review your account real quick.

Speaker speaker\_2: Okay.