

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? Hi, Miss Stephanie. Uh, my name is Rogelio Campos. Uh, do you need my employee number? Yes, I would need your staffing agency's name as well as the last four of your Social. Oxford. Okay. And then what are the last four- And then the last four are 3301. And your first and last name, please. Rogelio Campos. For security purposes, could you please verify your full address as well as your date of birth? 282 Sunrose Street, La Verne, California 91750, March 14, 1981. Okay, thank you. Is your phone number 323-356-2908? Yeah. And then, I have morgan\$81@gmail.com. Is that up-to-date? Yeah. Okay. And then how can I help you? Um, for the last three weeks, um, I- I've been making, uh, premium payments- Mm-hmm. ... on- on- on, uh, the Benefits in a Card, and I was told that I was gonna get a card in the mail. Uh, it's been almost three weeks. I still haven't gotten any card. But I just wanna make sure- Gotcha. Okay, um, and then you said it was 282 Sunrose Street? Yes. And then the city, L-A-V-E-R-N-E? Yeah. 91750? Yeah. That's- And if it's not too much trouble, would... I, I, if it's not too much trouble, could, could we please put a rush on that, please? If, if not possible, that's fine, but if we can, if we can put a rush on it, it's been three weeks with- without any Benefits Cards. I mean, I can't even go to the pharmacy or anything like that. So if you want, for now, I can actually send them to your email. And this- Okay. ... is the exact same card that you're gonna receive in the mail. So I'll go ahead- Okay. ... and put in a request. Um, I'm not sure why you didn't receive them, because your address is correct in our file. Mm-hmm. But I'll go ahead and put a request for you to get them again. Okay. And then you'll send me the email too? Correct. Um- Okay, great. While I do that, can I put you in a brief hold, just to verify that you do receive that email? Okay. Okay. Give me one second. I'll be right back. Thank you for your hold. Um, so I went ahead and emailed your three cards to that email on file, as well as I went ahead and put a request for you to get your Entry Plus Enhanced dental and vision. So for the cards, you should be receiving them within seven to ten business days. But do you mind verifying to see if you've re- received that email that I just now sent? Yeah, I just got it. I got it right now. Yeah. Mm-hmm. Okay. So, and I went ahead and put that request in, so you should be getting your cards also. Oh, excellent. Thank, thank you so much. You're welcome. Have a nice day. Happy New Years. Awesome. Bye-bye. Thanks. 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: Hi, Miss Stephanie. Uh, my name is Rogelio Campos. Uh, do you need my employee number?

Speaker speaker_1: Yes, I would need your staffing agency's name as well as the last four of your Social.

Speaker speaker_2: Oxford.

Speaker speaker_1: Okay. And then what are the last four-

Speaker speaker_2: And then the last four are 3301.

Speaker speaker_1: And your first and last name, please.

Speaker speaker_2: Rogelio Campos.

Speaker speaker_1: For security purposes, could you please verify your full address as well as your date of birth?

Speaker speaker_2: 282 Sunrose Street, La Verne, California 91750, March 14, 1981.

Speaker speaker_1: Okay, thank you. Is your phone number 323-356-2908?

Speaker speaker_2: Yeah.

Speaker speaker_1: And then, I have morgan\$81@gmail.com. Is that up-to-date?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. And then how can I help you?

Speaker speaker_2: Um, for the last three weeks, um, I- I've been making, uh, premium payments-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... on- on- on, uh, the Benefits in a Card, and I was told that I was gonna get a card in the mail. Uh, it's been almost three weeks. I still haven't gotten any card. But I just wanna make sure-

Speaker speaker_1: Gotcha. Okay, um, and then you said it was 282 Sunrose Street?

Speaker speaker_2: Yes.

Speaker speaker_1: And then the city, L-A-V-E-R-N-E?

Speaker speaker_2: Yeah.

Speaker speaker_1: 91750?

Speaker speaker_2: Yeah.

Speaker speaker_1: That's-

Speaker speaker_2: And if it's not too much trouble, would... I, I, if it's not too much trouble, could, could we please put a rush on that, please? If, if not possible, that's fine, but if we can, if we can put a rush on it, it's been three weeks with- without any Benefits Cards. I mean, I can't even go to the pharmacy or anything like that.

Speaker speaker_1: So if you want, for now, I can actually send them to your email. And this-

Speaker speaker_2: Okay.

Speaker speaker_1: ... is the exact same card that you're gonna receive in the mail. So I'll go ahead-

Speaker speaker_2: Okay.

Speaker speaker_1: ... and put in a request. Um, I'm not sure why you didn't receive them, because your address is correct in our file.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: But I'll go ahead and put a request for you to get them again.

Speaker speaker_2: Okay. And then you'll send me the email too?

Speaker speaker_1: Correct. Um-

Speaker speaker_2: Okay, great.

Speaker speaker_1: While I do that, can I put you in a brief hold, just to verify that you do receive that email?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Give me one second. I'll be right back. Thank you for your hold. Um, so I went ahead and emailed your three cards to that email on file, as well as I went ahead and put a request for you to get your Entry Plus Enhanced dental and vision. So for the cards, you should be receiving them within seven to ten business days. But do you mind verifying to see if you've re- received that email that I just now sent?

Speaker speaker_3: Yeah, I just got it. I got it right now. Yeah. Mm-hmm.

Speaker speaker_1: Okay. So, and I went ahead and put that request in, so you should be getting your cards also.

Speaker speaker_3: Oh, excellent. Thank, thank you so much.

Speaker speaker_1: You're welcome. Have a nice day. Happy New Years.

Speaker speaker_3: Awesome. Bye-bye. Thanks.

Speaker speaker_1: Bye.