

Transcript: Estefania

Acevedo-6010715880079360-5496087932616704

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? Uh, I was calling to see if my benefits went through. Okay, yeah. I'm going to check on you. I went through active mail. What type of agency are you with? Terra Staffing. And then for security purposes, could you please, uh, give me the last four of your Social? 5334. Could you also verify your address as well as your date of birth? Uh, 605 East Doris Street, Avondale, Arizona 85333 and 07-19-1996. Is your phone number still the 480-335-8965? Yes. Then I have your first name, last name, 15@gmail.com. Is that up to date? Yes. Okay. So it looks like, yeah, your, your coverage went active on this Monday, so you do have active coverage. It looks like it- Okay. When do I get my... Uh-huh. Okay. And when do I get my card? You should either be... Usually you should either be receiving it Thursday or Friday, so you may receive it today. Oh, okay. And, and if you want it, I can go ahead and email you your, your two cards, um, to the email on file and I just noticed you have the VIP. So for your VIP, they normally don't, um, send those out to the members. You would have to request it. So if you want a physical one, I can go ahead and put a request for the carrier to mail one out to you. Um, but for sure you should be receiving your dental card probably by today. Oh, okay. If, if, if you don't receive it today, you're welcome to give us a call on Monday and we can request another dental card, um, because your, your address is correct. Um, so it should be getting sent to that address. Okay. And, uh, for the VI- VIP card, um, I got an appointment- What you- ... on the... I got an appointment on the 7th for the doctor, but, uh, I'll need the card and I don't have the card or how do I get- So- ... that information? So, um- For the doctor to see it. So I can email you that right now. I can email you your cards to the email on file. Yeah. Can you do that please? Yes. And then do you want to go ahead and put in a request for the VIP+ to be sent out to you? Yeah. Okay. So I'll put that request and send you your card and then if you don't... I would keep out, um, a lookout in your mail today to see if you receive that dental card. If you don't, you're welcome to give us a call on Monday and we can request one. Okay. But you should be receiving it this week because your address is correct in our files. Okay. And you're active already. Um, but I'm going to go ahead and email you that. Do you mind getting put on a brief hold while I send you your information and put in that request now? Yeah, yeah. Yeah. Okay. Thank you. I'll be right back. Is that a good email to send it to? So you're saying that my email, 1-5@gmail.com? Yes. Yeah. Okay. Give me one second. I'll be right back.

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: Uh, I was calling to see if my benefits went through.

Speaker speaker_1: Okay, yeah. I'm going to check on you.

Speaker speaker_2: I went through active mail.

Speaker speaker_1: What type of agency are you with?

Speaker speaker_2: Terra Staffing.

Speaker speaker_1: And then for security purposes, could you please, uh, give me the last four of your Social?

Speaker speaker_2: 5334.

Speaker speaker_1: Could you also verify your address as well as your date of birth?

Speaker speaker_2: Uh, 605 East Doris Street, Avondale, Arizona 85333 and 07-19-1996.

Speaker speaker_1: Is your phone number still the 480-335-8965?

Speaker speaker_2: Yes.

Speaker speaker_1: Then I have your first name, last name, 15@gmail.com. Is that up to date?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So it looks like, yeah, your, your coverage went active on this Monday, so you do have active coverage. It looks like it-

Speaker speaker_2: Okay. When do I get my...

Speaker speaker_1: Uh-huh.

Speaker speaker_2: Okay. And when do I get my card?

Speaker speaker_1: You should either be... Usually you should either be receiving it Thursday or Friday, so you may receive it today.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: And, and if you want it, I can go ahead and email you your, your two cards, um, to the email on file and I just noticed you have the VIP. So for your VIP, they normally don't, um, send those out to the members. You would have to request it. So if you want a physical one, I can go ahead and put a request for the carrier to mail one out to you. Um, but for sure you should be receiving your dental card probably by today.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: If, if, if you don't receive it today, you're welcome to give us a call on Monday and we can request another dental card, um, because your, your address is correct. Um, so it should be getting sent to that address.

Speaker speaker_2: Okay. And, uh, for the VI- VIP card, um, I got an appointment-

Speaker speaker_1: What you-

Speaker speaker_2: ... on the... I got an appointment on the 7th for the doctor, but, uh, I'll need the card and I don't have the card or how do I get-

Speaker speaker_1: So-

Speaker speaker_2: ... that information?

Speaker speaker_1: So, um-

Speaker speaker_2: For the doctor to see it.

Speaker speaker_1: So I can email you that right now. I can email you your cards to the email on file.

Speaker speaker_2: Yeah. Can you do that please?

Speaker speaker_1: Yes. And then do you want to go ahead and put in a request for the VIP+ to be sent out to you?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. So I'll put that request and send you your card and then if you don't... I would keep out, um, a lookout in your mail today to see if you receive that dental card. If you don't, you're welcome to give us a call on Monday and we can request one.

Speaker speaker_2: Okay.

Speaker speaker_1: But you should be receiving it this week because your address is correct in our files.

Speaker speaker_2: Okay.

Speaker speaker_1: And you're active already. Um, but I'm going to go ahead and email you that. Do you mind getting put on a brief hold while I send you your information and put in that request now?

Speaker speaker_2: Yeah, yeah. Yeah.

Speaker speaker_1: Okay. Thank you. I'll be right back. Is that a good email to send it to?

Speaker speaker_2: So you're saying that my email, 1-5@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Give me one second. I'll be right back.