

Transcript: Estefania

Acevedo-6018790096683008-6149743532097536

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in the Car. My name is Stephanie. How can I assist you? Oh, yeah. I'm, um, I'm Sa- uh, Salvador Ortega. How can I help you? Oh, yeah, I have a question. Um, um, I want to, uh, um, to put the right, the right numbers on a, m- m- ma- mail- uh, k, really quick. Uh-huh. Yeah, someone put the wrong number, uh, no, uh, the wrong number down. The wrong, like, phone number? N- no, the name. The name is wrong. Oh, okay. I can fix it for you. Um, do you mind holding for a second real quick? I'm sorry. Oh, okay. Sounds good. Okay, give me one second. I'm almost done. Hey, sir. I'm sorry for that hold. Um, what's the staffing agency that you work for, the name? It's, um, as- uh, Assistive, uh, Staffing, in Columbus. Is that the name of the staffing agency that you applied with? Yes. Okay. Give me one second. Okay. What was that name again? Oh, oh, which, oh, which one? The staffing agencies. It's, uh, it's, um, Staffing. Yeah, but the name of the staffing agency? It's, um, I'm going to spell it out. Okay, yeah. It's, um, A- it's A-S-S-O-C-I-A-T-E-D. Okay, I, I believe I have it. Thank you. Okay. Give me one second. Is it Associated Staffing? Yeah. A-S-S-O-C-I-A-T-E-D? Yeah. Okay, thank you. Yeah, correct. And then what is the last four of your Social? It's, um, 0- 05-83. Okay. Salvador? Si. Okay. Um, for security purposes, could you please verify your address and your date of birth? It's, um, 30- 3016 19th Street in Columbus, Nebraska. The zip code is, um, 6- 68601. And then what's your date of birth? It's, um, it's, um, 7/23/90. Okay, I have a different address. Was that what you were calling about, the address? No, the address, um... Well, I don't have the address you just gave me. the same- Did you recently move? No, uh, uh, no, I never moved out. No. Um, could- Okay, since I don't have the address you just gave me, can you give me your full Social? It's, um, it's, um, 83-85-12-05-83. Okay, you said 83? No, 66- Uh, it's 68- Uh-huh, 68. Okay. It's, um, 68- Mm-hmm. 5-12-05-83. Okay, thank you. What's the new address? 'Cause I had a PO Box. I had 105 East Claire PO Box 45. You want me to change that? N- No, that's not my address. No, different one. Okay. I moved out from there. Okay, what's the new address? It's, um, 3016. Mm-hmm. 19th Street. Mm-hmm. 19th, 19th- Okay. ... Street. Okay. In Columbus, Nebraska. Okay. Okay.... and it's a zip code- And does the zip code- ... is, um, is, um, 68601. 68601? Yeah, 68601. Okay, thank you. 53616 19th Street, Columbus, Nebraska. 68601? Yes. Okay, and then, um, you said something was mi- misspelled. Was is your name? No, it, it was my, uh, my wife's name. Oh, okay, gotcha. The other one. Okay, give me one second. Okay, um... Can you... Yeah, I got this. Uh, can you... Can you, uh, change, change everything? The last name? Um... Yeah, so you wanna change her name? Yeah, her name, yes. The first name- Okay, well- ... um, somebody's spelled, um... I didn't say- How do you spell that? I think they understand maybe. Okay. What, how do you spell her first name? Oh, her first name is, uh, is M-I-R-I-A-M. Okay, I have M-I-R-I-A-M. Yes, correct. Okay. And then

the last name? Is, um, is A-L-C-A-I-D-E. Oh yeah, they did have it all wrong. Okay. Okay, ... it's the kids too. I'm guessing the kids are wrong. They put A-C-A-R-D-E. So it's A-L- Can you- ... C-A-I-D-E? Uh-huh. Yeah, correct. Can you change it? Yeah, I can. I'll put, um, can, um... I think I'll put Kimberly down. Kimberly, Javier, Eduardo- Yeah. ... and Victor down. Okay. Can you change everything? Give me one second. Let me ch- change one at a time 'cause I am- Okay. ... gonna have to fix it. Okay, for Eduardo, I have E-D-U-A-R-D-O. Is that correct? Yes. Okay. And then A-L-C-A-I-D-E. Mm-hmm. Correct. And then is it Bedolla? B-E-D- Yeah, B- ... O- Uh, B-E... Yeah, B-E-L-L-O or something like that. Okay. Okay. I have B-E-D-O-L-L-A. Um, for Kimberly, K-I-M-B-E-R-L-Y. Yes, correct. And then middle name Nancy. Nancy, yes. N-A-N-C-Y. And then Manzo, M-A-N-Z-O. Yes. Correct. Is that correct? Okay. Then let me- Yes. ... fix the last name 'cause they have the wrong... They have the names, the last names ... that way, that way I think they, that way they'll send it to, to me, um, the, the card, the address. So... Oh, yeah. Yeah. Because they have the, the PO Box in there so if you want, I can go ahead and put a card request, um, because- Okay. ... they probably got, they probably got sent to the, where you moved. Um- No, can you send this, um, the same address as I, I just give it- Yeah. ... to get that? Yeah. Yeah, okay. Yeah, that's what I meant. Okay. Give me one second. I'm fixing that. Okay. Okay, I fixed everybody's name. So the correct names are there now. Okay, and then... And then let me put a card request for your cards. Can I put you in a brief hold, please, while I do that? Oh, yeah. Sounds good. Yes. Okay, thank you. I'll be right back. Okay. Okay, sounds good. Um, I just wanna let you know that I'm still working on that. Um, I'm sorry for the hold. No, it's okay. Okay. I'm almost done this time. Okay sir, thank you for the long hold. I do apologize. Um, so currently it's not letting me order those cards but I did reach out to the main office and they're currently, um, working on that. So, you should be receiving your card mayb- maybe within one or two weeks. Yeah. Oh, okay. But I did update... But I did go ahead and update your information so that this time it gets... so whenever they send them, they go to the correct, um, address. So that's 3616 19th Columbus, Nebraska, 68601. And I'm sorry for that long hold again. Um, I was trying to get those cards ordered but it looks like, um, there's, like, some system errors right now but we are reaching out to the carriers to inform them that you do need your cards. Okay. Sounds good. Okay. Yes, sir and then those, um, the pendant informations have been updated so the correct last name's in there now. Okay. Um, h- how much it might, it might take to- Um, probably one or two weeks for you to receive those physical cards. Oh, okay. Okay? But I will be checking throughout the week to see if your cards are available, um, via email and once they are, I'll be happy to send them to your email and I'll call you to let you know as well. Okay. Sounds good. Yes. Okay. Did you have any questions? No. No right now. No. All right. Okay. I hope you have a great day. You too. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for ca- calling Benefits in the Car. My name is Stephanie. How can I assist you?

Speaker speaker_2: Oh, yeah. I'm, um, I'm Sa- uh, Salvador Ortega.

Speaker speaker_1: How can I help you?

Speaker speaker_2: Oh, yeah, I have a question. Um, um, I want to, uh, um, to put the right, the right numbers on a, m- m- ma- mail- uh, k, really quick.

Speaker speaker_1: Uh-huh.

Speaker speaker_2: Yeah, someone put the wrong number, uh, no, uh, the wrong number down.

Speaker speaker_1: The wrong, like, phone number?

Speaker speaker_2: N- no, the name. The name is wrong.

Speaker speaker_1: Oh, okay. I can fix it for you. Um, do you mind holding for a second real quick? I'm sorry.

Speaker speaker_2: Oh, okay. Sounds good.

Speaker speaker_1: Okay, give me one second. I'm almost done. Hey, sir. I'm sorry for that hold. Um, what's the staffing agency that you work for, the name?

Speaker speaker_2: It's, um, as- uh, Assistive, uh, Staffing, in Columbus.

Speaker speaker_1: Is that the name of the staffing agency that you applied with?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Give me one second. Okay. What was that name again?

Speaker speaker_2: Oh, oh, which, oh, which one?

Speaker speaker_1: The staffing agencies.

Speaker speaker_2: It's, uh, it's, um, Staffing.

Speaker speaker_1: Yeah, but the name of the staffing agency?

Speaker speaker_2: It's, um, I'm going to spell it out.

Speaker speaker_1: Okay, yeah.

Speaker speaker_2: It's, um, A- it's A-S-S-O-C-I-A-T-E-D.

Speaker speaker_1: Okay, I, I believe I have it. Thank you. Okay. Give me one second. Is it Associated Staffing?

Speaker speaker_2: Yeah.

Speaker speaker_1: A-S-S-O-C-I-A-T-E-D?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay, thank you.

Speaker speaker_2: Yeah, correct.

Speaker speaker_1: And then what is the last four of your Social?

Speaker speaker_2: It's, um, 0- 05-83.

Speaker speaker_1: Okay. Salvador?

Speaker speaker_2: Si.

Speaker speaker_1: Okay. Um, for security purposes, could you please verify your address and your date of birth?

Speaker speaker_2: It's, um, 30- 3016 19th Street in Columbus, Nebraska. The zip code is, um, 6- 68601.

Speaker speaker_1: And then what's your date of birth?

Speaker speaker_2: It's, um, it's, um, 7/23/90.

Speaker speaker_1: Okay, I have a different address. Was that what you were calling about, the address?

Speaker speaker_2: No, the address, um...

Speaker speaker_1: Well, I don't have the address you just gave me.

Speaker speaker_2: the same-

Speaker speaker_1: Did you recently move?

Speaker speaker_2: No, uh, uh, no, I never moved out. No.

Speaker speaker_1: Um, could- Okay, since I don't have the address you just gave me, can you give me your full Social?

Speaker speaker_2: It's, um, it's, um, 83-85-12-05-83.

Speaker speaker_1: Okay, you said 83?

Speaker speaker_2: No, 66- Uh, it's 68-

Speaker speaker_1: Uh-huh, 68. Okay.

Speaker speaker_2: It's, um, 68-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: 5-12-05-83.

Speaker speaker_1: Okay, thank you. What's the new address? 'Cause I had a PO Box. I had 105 East Claire PO Box 45. You want me to change that?

Speaker speaker_2: N- No, that's not my address. No, different one.

Speaker speaker_1: Okay.

Speaker speaker_2: I moved out from there.

Speaker speaker_1: Okay, what's the new address?

Speaker speaker_2: It's, um, 3016.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: 19th Street.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: 19th, 19th-

Speaker speaker_1: Okay.

Speaker speaker_2: ... Street.

Speaker speaker_1: Okay.

Speaker speaker_2: In Columbus, Nebraska.

Speaker speaker_1: Okay. Okay.

Speaker speaker_2: ... and it's a zip code-

Speaker speaker_1: And does the zip code-

Speaker speaker_2: ... is, um, is, um, 68601.

Speaker speaker_1: 68601?

Speaker speaker_2: Yeah, 68601.

Speaker speaker_1: Okay, thank you. 53616 19th Street, Columbus, Nebraska. 68601?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, and then, um, you said something was mi- misspelled. Was is your name?

Speaker speaker_2: No, it, it was my, uh, my wife's name.

Speaker speaker_1: Oh, okay, gotcha.

Speaker speaker_2: The other one.

Speaker speaker_1: Okay, give me one second. Okay, um...

Speaker speaker_2: Can you...

Speaker speaker_1: Yeah, I got this.

Speaker speaker_2: Uh, can you... Can you, uh, change, change everything? The last name?

Speaker speaker_1: Um... Yeah, so you wanna change her name?

Speaker speaker_2: Yeah, her name, yes. The first name-

Speaker speaker_1: Okay, well-

Speaker speaker_2: ... um, somebody's spelled, um... I didn't say-

Speaker speaker_1: How do you spell that?

Speaker speaker_2: I think they understand maybe.

Speaker speaker_1: Okay. What, how do you spell her first name?

Speaker speaker_2: Oh, her first name is, uh, is M-I-R-I-A-M.

Speaker speaker_1: Okay, I have M-I-R-I-A-M.

Speaker speaker_2: Yes, correct.

Speaker speaker_1: Okay. And then the last name?

Speaker speaker_2: Is, um, is A-L-C-A-I-D-E.

Speaker speaker_1: Oh yeah, they did have it all wrong. Okay. Okay,

Speaker speaker_3: ... it's the kids too. I'm guessing the kids are wrong. They put A-C-A-R-D-E. So it's A-L-

Speaker speaker_2: Can you-

Speaker speaker_1: ... C-A-I-D-E?

Speaker speaker_2: Uh-huh. Yeah, correct. Can you change it?

Speaker speaker_1: Yeah, I can.

Speaker speaker_2: I'll put, um, can, um... I think I'll put Kimberly down. Kimberly, Javier, Eduardo-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... and Victor down.

Speaker speaker_1: Okay.

Speaker speaker_2: Can you change everything?

Speaker speaker_1: Give me one second. Let me ch- change one at a time 'cause I am-

Speaker speaker_2: Okay.

Speaker speaker_1: ... gonna have to fix it. Okay, for Eduardo, I have E-D-U-A-R-D-O. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then A-L-C-A-I-D-E.

Speaker speaker_2: Mm-hmm. Correct.

Speaker speaker_1: And then is it Bedolla? B-E-D-

Speaker speaker_2: Yeah, B-

Speaker speaker_1: ... O-

Speaker speaker_2: Uh, B-E... Yeah, B-E-L-L-O or something like that.

Speaker speaker_1: Okay. Okay. I have B-E-D-O-L-L-A. Um, for Kimberly, K-I-M-B-E-R-L-Y.

Speaker speaker_2: Yes, correct.

Speaker speaker_1: And then middle name Nancy.

Speaker speaker_2: Nancy, yes.

Speaker speaker_1: N-A-N-C-Y. And then Manzo, M-A-N-Z-O.

Speaker speaker_2: Yes. Correct.

Speaker speaker_1: Is that correct? Okay. Then let me-

Speaker speaker_2: Yes.

Speaker speaker_1: ... fix the last name 'cause they have the wrong... They have the names, the last names

Speaker speaker_3: ... that way, that way I think they, that way they'll send it to, to me, um, the, the card, the address.

Speaker speaker_1: So... Oh, yeah. Yeah. Because they have the, the PO Box in there so if you want, I can go ahead and put a card request, um, because-

Speaker speaker_2: Okay.

Speaker speaker_1: ... they probably got, they probably got sent to the, where you moved. Um-

Speaker speaker_2: No, can you send this, um, the same address as I, I just give it-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... to get that?

Speaker speaker_1: Yeah.

Speaker speaker_2: Yeah, okay.

Speaker speaker_1: Yeah, that's what I meant.

Speaker speaker_2: Okay.

Speaker speaker_1: Give me one second. I'm fixing that. Okay. Okay, I fixed everybody's name. So the correct names are there now. Okay, and then... And then let me put a card request for your cards. Can I put you in a brief hold, please, while I do that?

Speaker speaker_2: Oh, yeah. Sounds good. Yes.

Speaker speaker_1: Okay, thank you. I'll be right back.

Speaker speaker_2: Okay. Okay, sounds good.

Speaker speaker_4: Um, I just wanna let you know that I'm still working on that. Um, I'm sorry for the hold.

Speaker speaker_5: No, it's okay.

Speaker speaker_4: Okay. I'm almost done this time.

Speaker speaker_1: Okay sir, thank you for the long hold. I do apologize. Um, so currently it's not letting me order those cards but I did reach out to the main office and they're currently, um, working on that. So, you should be receiving your card mayb- maybe within one or two weeks.

Speaker speaker_6: Yeah. Oh, okay.

Speaker speaker_1: But I did update... But I did go ahead and update your information so that this time it gets... so whenever they send them, they go to the correct, um, address. So that's 3616 19th Columbus, Nebraska, 68601. And I'm sorry for that long hold again. Um, I was trying to get those cards ordered but it looks like, um, there's, like, some system errors right now but we are reaching out to the carriers to inform them that you do need your cards.

Speaker speaker_6: Okay. Sounds good.

Speaker speaker_1: Okay. Yes, sir and then those, um, the pendant informations have been updated so the correct last name's in there now.

Speaker speaker_6: Okay. Um, h- how much it might, it might take to-

Speaker speaker_1: Um, probably one or two weeks for you to receive those physical cards.

Speaker speaker_6: Oh, okay.

Speaker speaker_1: Okay? But I will be checking throughout the week to see if your cards are available, um, via email and once they are, I'll be happy to send them to your email and I'll call you to let you know as well.

Speaker speaker_6: Okay. Sounds good. Yes.

Speaker speaker_1: Okay. Did you have any questions?

Speaker speaker_6: No. No right now. No.

Speaker speaker_1: All right.

Speaker speaker_6: Okay.

Speaker speaker_1: I hope you have a great day.

Speaker speaker_6: You too. Thank you.