

## Transcript: Estefania

**Acevedo-6085579602837504-5260815724363776**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hello, Stephanie. This is Elsa Figueroa. I talked to some- somebody from your office regarding a copy of my insurance, health insurance card. They said they'd email it to me, but I didn't receive it this morning. Since this morning. Okay. I can check to see, um, if they sent it. If not, I can just resend it to you. Which staffing agency do you work for? Uh, Surge. S-U-R-G-E. And then what are the last four of your social? 2731. What's your first and last name? Elsa Figueroa. Okay. For security purposes, can you verify your address and date of birth? Uh, oh, my birthday is 8/30/63. My address is 629 Rose Lane, Bartlett, Illinois, 60103. Zip code. Okay, thank you. Mm-hmm. And then I have 630-398-7905 as your phone number? Yes, 398-7905. And then my email, can you double-check? Maybe they've- Yes. ... sent it to the wrong addre- Is it, is it Q-U-A-T-U-M-B-O-Y30@yahoo.com? Yeah, that's correct. Is that correct? Mm-hmm. Okay, let me... Um, did you ever... Let's see. Let me actually look up here. Yeah. Uh-huh. Did you ever check your spam and your junk file? Yeah, I don't. Sometimes the card gets sent there. I've been checking since this morning, eight o'clock. It's already 10:30 now. I don't receive anything. Okay. So if you want, I can just resend it to you. Um, can I put you in a brief hold while I send you that information? Okay. Okay. I'll be right back. Thank you. Okay, sir. I went ahead and emailed that to you. Can you confirm that you received it? Uh, can you hold on? You said it ready? Yeah, I sent it already. Uh, can you hold on for a minute? Let me double check if you- Yeah, that's fine. ... if you're really getting this. Mm-hmm. So... Hello? Yes, sir. I didn't see it. I didn't receive it yet. Did you... Did you check your spam and junk file? Yeah. I checked every inbox and then the spam. Mm-hmm. I don't know. How, why didn't I receive it? I wouldn't really be sure why it's not being... It... Are you sure the email file's correct? It's Q, U- Small capital. ... A. Yeah. Q, U, A. Mm-hmm. Q, U, A, N then I see Nancy, P as in toy, O as in umbrella, M as in mother. Oh, N as in Nancy. They have Q, U, A, T, U, M... Oh. No, no. ... B, O, Y. Quantum. Oh. You, you didn't... You should have gotten Nancy. That's why. Okay. Where's the... Where do I put the N? After what letter? Q, U, A... After... After A. Q, U, A, N, T, U, M, B, O, Y 30. Okay. That's why you didn't get it because the N as in Nancy is not there. Let me fix that. Mm-hmm. Give me one second. It's Quantum Boy. There's not supposed to be an N. That's why we cannot... I cannot receive it. Oh, okay. That makes sense. Mm-hmm. Okay. Quantumboy30@yahoo.com, right? Yeah. That's correct. Okay. Let me try it again. Maybe I will... I will receive now. Receive it now. I really need it because I will go to the pharmacy today, CBS, to get my medicine. Ah. I need insurance card. Mm-hmm. They will not... Uh, they... I will pay for out of my pocket if I don't have insurance for every medicine- Okay. Yeah. ... I need to take. Okay. Can you check again? I just now resent it to you. Can you hold on for a minute again? Yes. Hello? Hello? Yes, sir. I don't... I don't receive it yet. Maybe later. Yes, sir. Maybe it's very, very slow. Maybe I do it later. Can receive it later.

Probably because it's a long email. Okay. Okay. I will call you back at 4:30 as soon as I go home, if I cannot receive it yet. Let's do it again later. Okay. Yeah, that's fine. But you s-... You, you, you put the right email, right? Q, U, A, T, U, M, B, O, Y 30@yahoo.com. Small capital only. No big cap-... No big letters. Yeah, they're all... They're all lowercase. Um, yeah. Let me... Let me just get you to repeat it one more time. So it's Q as in queen. Mm-hmm. U as in unicorn, A as in apple, N as in Nancy, T as in Tom. Mm-hmm. U as in unicorn, M as in Mary, B as in boy, O as in octopus, Y as in yellow, 30@yahoo.com? Yeah. That's correct. Yeah. You might have to refresh your, um, your email 'cause you shou-... It should be appearing now 'cause that email in there is correct and it says that it's sent. Yeah. Maybe they, they, uh, there's no... Maybe there's no wir- wi- wifi here that's why it's very slow. I'll check it again later. Maybe after I go home today. Okay. If you don't... If you don't get it for some reason, you're welcome to call us back and we can resend it again. If not, maybe you better text me, text me the... The, uh, the hard... It's better. Maybe later. Okay. Yeah. Uh, but like I said, if you don't get it for some reason, you're welcome to call us back. We're open from 8:00 AM up until 8:00 PM Monday through Friday. Okay. I will call you back as soon as I go home. Okay. 4:30 today. Thank you. Thank you. You're welcome. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hello, Stephanie. This is Elsa Figueroa. I talked to some- somebody from your office regarding a copy of my insurance, health insurance card. They said they'd email it to me, but I didn't receive it this morning. Since this morning.

Speaker speaker\_0: Okay. I can check to see, um, if they sent it. If not, I can just resend it to you. Which staffing agency do you work for?

Speaker speaker\_1: Uh, Surge. S-U-R-G-E.

Speaker speaker\_0: And then what are the last four of your social?

Speaker speaker\_1: 2731.

Speaker speaker\_0: What's your first and last name?

Speaker speaker\_1: Elsa Figueroa.

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

Speaker speaker\_1: Uh, oh, my birthday is 8/30/'63. My address is 629 Rose Lane, Bartlett, Illinois, 60103. Zip code.

Speaker speaker\_0: Okay, thank you.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And then I have 630-398-7905 as your phone number?

Speaker speaker\_1: Yes, 398-7905. And then my email, can you double-check? Maybe they've-

Speaker speaker\_0: Yes.

Speaker speaker\_1: ... sent it to the wrong addre-

Speaker speaker\_0: Is it, is it Q-U-A-T-U-M-B-O-Y30@yahoo.com?

Speaker speaker\_1: Yeah, that's correct.

Speaker speaker\_0: Is that correct?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Okay, let me... Um, did you ever... Let's see. Let me actually look up here.

Speaker speaker\_1: Yeah. Uh-huh.

Speaker speaker\_0: Did you ever check your spam and your junk file?

Speaker speaker\_1: Yeah, I don't.

Speaker speaker\_0: Sometimes the card gets sent there.

Speaker speaker\_1: I've been checking since this morning, eight o'clock. It's already 10:30 now. I don't receive anything.

Speaker speaker\_0: Okay. So if you want, I can just resend it to you. Um, can I put you in a brief hold while I send you that information?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. I'll be right back.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Okay, sir. I went ahead and emailed that to you. Can you confirm that you received it?

Speaker speaker\_1: Uh, can you hold on? You said it ready?

Speaker speaker\_0: Yeah, I sent it already.

Speaker speaker\_1: Uh, can you hold on for a minute? Let me double check if you-

Speaker speaker\_0: Yeah, that's fine.

Speaker speaker\_1: ... if you're really getting this.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: So... Hello?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: I didn't see it. I didn't receive it yet.

Speaker speaker\_0: Did you... Did you check your spam and junk file?

Speaker speaker\_1: Yeah. I checked every inbox and then the spam.

Speaker speaker\_0: Mm-hmm. I don't know.

Speaker speaker\_1: How, why didn't I receive it?

Speaker speaker\_0: I wouldn't really be sure why it's not being... It... Are you sure the email file's correct? It's Q, U-

Speaker speaker\_1: Small capital.

Speaker speaker\_0: ... A.

Speaker speaker\_1: Yeah. Q, U, A.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Q, U, A, N then I see Nancy, P as in toy, O as in umbrella, M as in mother.

Speaker speaker\_0: Oh, N as in Nancy. They have Q, U, A, T, U, M...

Speaker speaker\_1: Oh. No, no.

Speaker speaker\_0: ... B, O, Y.

Speaker speaker\_1: Quantum.

Speaker speaker\_0: Oh.

Speaker speaker\_1: You, you didn't... You should have gotten Nancy. That's why.

Speaker speaker\_0: Okay. Where's the... Where do I put the N? After what letter?

Speaker speaker\_1: Q, U, A... After... After A. Q, U, A, N, T, U, M, B, O, Y 30.

Speaker speaker\_0: Okay. That's why you didn't get it because the N as in Nancy is not there. Let me fix that.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Give me one second.

Speaker speaker\_1: It's Quantum Boy. There's not supposed to be an N. That's why we cannot... I cannot receive it.

Speaker speaker\_0: Oh, okay. That makes sense.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Okay. Quantumboy30@yahoo.com, right?

Speaker speaker\_1: Yeah. That's correct.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Let me try it again. Maybe I will... I will receive now. Receive it now. I really need it because I will go to the pharmacy today, CBS, to get my medicine.

Speaker speaker\_0: Ah.

Speaker speaker\_1: I need insurance card. Mm-hmm. They will not... Uh, they... I will pay for out of my pocket if I don't have insurance for every medicine-

Speaker speaker\_0: Okay. Yeah.

Speaker speaker\_1: ... I need to take.

Speaker speaker\_0: Okay. Can you check again? I just now resent it to you.

Speaker speaker\_1: Can you hold on for a minute again?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Hello? Hello?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: I don't... I don't receive it yet. Maybe later.

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Maybe it's very, very slow. Maybe I do it later. Can receive it later. Probably because it's a long email.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Okay. I will call you back at 4:30 as soon as I go home, if I cannot receive it yet. Let's do it again later.

Speaker speaker\_0: Okay. Yeah, that's fine.

Speaker speaker\_1: But you s-... You, you, you put the right email, right? Q, U, A, T, U, M, B, O, Y 30@yahoo.com. Small capital only. No big cap-... No big letters.

Speaker speaker\_0: Yeah, they're all... They're all lowercase. Um, yeah. Let me... Let me just get you to repeat it one more time. So it's Q as in queen.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: U as in unicorn, A as in apple, N as in Nancy, T as in Tom.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: U as in unicorn, M as in Mary, B as in boy, O as in octopus, Y as in yellow, 30@yahoo.com?

Speaker speaker\_1: Yeah. That's correct.

Speaker speaker\_0: Yeah. You might have to refresh your, um, your email 'cause you shou-... It should be appearing now 'cause that email in there is correct and it says that it's sent.

Speaker speaker\_1: Yeah. Maybe they, they, uh, there's no... Maybe there's no wir- wi- wifi here that's why it's very slow. I'll check it again later. Maybe after I go home today.

Speaker speaker\_0: Okay. If you don't... If you don't get it for some reason, you're welcome to call us back and we can resend it again.

Speaker speaker\_1: If not, maybe you better text me, text me the... The, uh, the hard... It's better. Maybe later.

Speaker speaker\_0: Okay. Yeah. Uh, but like I said, if you don't get it for some reason, you're welcome to call us back. We're open from 8:00 AM up until 8:00 PM Monday through Friday.

Speaker speaker\_1: Okay. I will call you back as soon as I go home.

Speaker speaker\_0: Okay.

Speaker speaker\_1: 4:30 today. Thank you. Thank you.

Speaker speaker\_0: You're welcome.

Speaker speaker\_1: Bye-bye.