

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hey, Stephanie. My name is Tammy Cook and I requested a medical insurance card, um, through the mail. I need a hard copy of my insurance card and all they ever sent me was one on my email and I need a physical card. Okay, yeah. I can check to see, um, how long it's been. Um, what staffing agency are you working with? Third Staffing. And the last four of your Social? 5163. Can you please verify your e- your, um, address and date of birth? I'm sorry. Um, my date of birth is October 20th, 1975. My address is 11600 Georgia Highway 34, Franklin, Georgia 30216. Okay. And then that date of birth again please? October 20th, 1975. 678-633-8126 is your phone number? Yes, ma'am. Okay. So let me verify to see if it's gonna allow me to order a card 'cause typically it doesn't let us do it if it's been less than three months and it looks like you just became active on March 10th. Um, I can go ahead and request your- Okay. ... VIP Classic Card 'cause that one either way you wouldn't have to request it. But dental, the dental card... I have the dental and the vision. I do not have a medical. Gotcha. Okay. And that's what I need. So, so that's, that's the one that they don't send out. You have to request it, so I'm gonna go ahead and request that. Did you have it emailed to you already? I did, but I- Okay. ... need an actual physical card. You need a physical. Okay. I'll- Because a lot of people... Yeah. So I'll go ahead and put in a card request for your VIP Classic Plan. It's going to take seven to 10 business days for you to receive it, though, okay? So I'll go ahead and request that for you and then is it going to the 1100- So this is for my- Yeah. No, thi- you're not saying VIP. You're saying... What are you... Like, I need my medical insurance card. Yes. That's your VIP Classic Plan. Okay. Yes, ma'am. That's what I need. Okay, so if it has- It's gonna be 11th September. Okay. Yes, ma'am. Okay, so it'll take seven to 10 business days, not including weekends, though, um, for you to receive that. So I'll go ahead and put a card request for the carrier. Okay. And then- All right. ... do you have any other questions? No, I have the dental and the vision card. Okay. I just don't have the, um, medical. The VIP. Gotcha. Okay. I'll go ahead and put that card request in. Okay. Thank you so much. You're welcome. Have a nice day. You too. Bye-bye. What's up?

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: Hey, Stephanie. My name is Tammy Cook and I requested a medical insurance card, um, through the mail. I need a hard copy of my insurance card and all they

ever sent me was one on my email and I need a physical card.

Speaker speaker_0: Okay, yeah. I can check to see, um, how long it's been. Um, what staffing agency are you working with?

Speaker speaker_1: Third Staffing.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 5163.

Speaker speaker_0: Can you please verify your e- your, um, address and date of birth? I'm sorry.

Speaker speaker_1: Um, my date of birth is October 20th, 1975. My address is 11600 Georgia Highway 34, Franklin, Georgia 30216.

Speaker speaker_0: Okay. And then that date of birth again please?

Speaker speaker_1: October 20th, 1975.

Speaker speaker_0: 678-633-8126 is your phone number?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So let me verify to see if it's gonna allow me to order a card 'cause typically it doesn't let us do it if it's been less than three months and it looks like you just became active on March 10th. Um, I can go ahead and request your-

Speaker speaker_1: Okay.

Speaker speaker_0: ... VIP Classic Card 'cause that one either way you wouldn't have to request it. But dental, the dental card...

Speaker speaker_1: I have the dental and the vision. I do not have a medical.

Speaker speaker_0: Gotcha. Okay.

Speaker speaker_1: And that's what I need.

Speaker speaker_0: So, so that's, that's the one that they don't send out. You have to request it, so I'm gonna go ahead and request that. Did you have it emailed to you already?

Speaker speaker_1: I did, but I-

Speaker speaker_0: Okay.

Speaker speaker_1: ... need an actual physical card.

Speaker speaker_0: You need a physical. Okay. I'll-

Speaker speaker_1: Because a lot of people... Yeah.

Speaker speaker_0: So I'll go ahead and put in a card request for your VIP Classic Plan. It's going to take seven to 10 business days for you to receive it, though, okay? So I'll go ahead

and request that for you and then is it going to the 1100-

Speaker speaker_1: So this is for my-

Speaker speaker_0: Yeah.

Speaker speaker_1: No, thi- you're not saying VIP. You're saying... What are you... Like, I need my medical insurance card.

Speaker speaker_0: Yes. That's your VIP Classic Plan.

Speaker speaker_1: Okay. Yes, ma'am. That's what I need.

Speaker speaker_0: Okay, so if it has-

Speaker speaker_1: It's gonna be 11th September.

Speaker speaker_0: Okay. Yes, ma'am. Okay, so it'll take seven to 10 business days, not including weekends, though, um, for you to receive that. So I'll go ahead and put a card request for the carrier.

Speaker speaker_1: Okay.

Speaker speaker_0: And then-

Speaker speaker_1: All right.

Speaker speaker_0: ... do you have any other questions?

Speaker speaker_1: No, I have the dental and the vision card.

Speaker speaker_0: Okay.

Speaker speaker_1: I just don't have the, um, medical.

Speaker speaker_0: The VIP. Gotcha. Okay. I'll go ahead and put that card request in.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: You too. Bye-bye. What's up?