

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, Stephanie. I would like to have the information that I will give to my dentist. Okay. Um, what is the name of the staffing agency that you work for, as well as the last four of your Social? Yeah. Oxford Global Resources, and the last four is gonna be 9151. Thank you. You said 9151? That's correct. And then could I please get your first and last name? Elliot Svenson. What was that last name? Svenson. S-S, V as in Victor, E-N-S-E-N-S-O-N. Thank you, and for security purposes, I will need your full address as well as your date of birth. Oh, yeah. Uh, 5757 Amend Road, El Sobrante, California 94803. And my date of birth will be April 20th, 1982. Okay. Is your phone number still the 925-381-9357? Yes, that's correct. And then I have m-r.lastname@gmail.com as your email on file. You got it. Is that still up-to-date? Okay. Yes, it is. And then by any chance, have you not received them, um... Have you not received them yet, like physically? Uh, uh, you know, I, uh, I'm a little behind in checking my mail in the mailbox, but I was expecting an email. Okay, yeah. So if you for some reason don't have them, I can request them. That's why I was asking also. Um, but I can definitely send them to your email on file. Okay, yeah. Well, if you, if you could do that, that'd be wonderful. Okay. Um, can I put you in a brief hold while I send those over? Yeah, yeah, Thank you. Thank you. Thank you for hold. I went ahead and emailed you your two cards, your dental and your vision card, to that email address. Do you mind verifying real quick if you have received it? It should be coming from an email that says info@benefitsinacard.com. If you don't see it, I would check your spam and your junk file first, so. And then in that same email, there's that phone number that you can access to find medical providers that take that coverage, as well as the pharmacy. Okay, I got the email. Okay. And so, yeah, so American Public Life was like the dental? Yes. Uh, dental is gonna say MetLife, and then... I'm sorry, not MetLife. Vision is gonna say MetLife, and then dental is for Careington. Yeah, Careington. You got it. That's right. Okay. Now I got that. Thank you. Thank you. You're welcome. I hope you have a great day. Thank you for calling Benefits in a Card. All right. Bye. Bye. Have a nice day. You too.

Conversation Format

Speaker speaker_0: 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?

Speaker speaker_1: Hi, Stephanie. I would like to have the information that I will give to my dentist.

Speaker speaker_0: Okay. Um, what is the name of the staffing agency that you work for, as well as the last four of your Social?

Speaker speaker_1: Yeah. Oxford Global Resources, and the last four is gonna be 9151.

Speaker speaker_0: Thank you. You said 9151?

Speaker speaker_1: That's correct.

Speaker speaker_0: And then could I please get your first and last name?

Speaker speaker_1: Elliot Svenson.

Speaker speaker_0: What was that last name?

Speaker speaker_1: Svenson. S-S, V as in Victor, E-N-S-E-N-S-O-N.

Speaker speaker_0: Thank you, and for security purposes, I will need your full address as well as your date of birth.

Speaker speaker_1: Oh, yeah. Uh, 5757 Amend Road, El Sobrante, California 94803. And my date of birth will be April 20th, 1982.

Speaker speaker_0: Okay. Is your phone number still the 925-381-9357?

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: And then I have m-r.lastname@gmail.com as your email on file.

Speaker speaker_1: You got it.

Speaker speaker_0: Is that still up-to-date? Okay.

Speaker speaker_1: Yes, it is.

Speaker speaker_0: And then by any chance, have you not received them, um... Have you not received them yet, like physically?

Speaker speaker_1: Uh, uh, you know, I, uh, I'm a little behind in checking my mail in the mailbox, but I was expecting an email.

Speaker speaker_0: Okay, yeah. So if you for some reason don't have them, I can request them. That's why I was asking also. Um, but I can definitely send them to your email on file.

Speaker speaker_1: Okay, yeah. Well, if you, if you could do that, that'd be wonderful.

Speaker speaker_0: Okay. Um, can I put you in a brief hold while I send those over?

Speaker speaker_1: Yeah, yeah, Thank you.

Speaker speaker_0: Thank you. Thank you for hold. I went ahead and emailed you your two cards, your dental and your vision card, to that email address. Do you mind verifying real quick if you have received it? It should be coming from an email that says info@benefitsinacard.com. If you don't see it, I would check your spam and your junk file first,

so. And then in that same email, there's that phone number that you can access to find medical providers that take that coverage, as well as the pharmacy.

Speaker speaker_1: Okay, I got the email.

Speaker speaker_0: Okay.

Speaker speaker_1: And so, yeah, so American Public Life was like the dental?

Speaker speaker_0: Yes. Uh, dental is gonna say MetLife, and then... I'm sorry, not MetLife. Vision is gonna say MetLife, and then dental is for Careington.

Speaker speaker_1: Yeah, Careington. You got it. That's right. Okay. Now I got that. Thank you. Thank you.

Speaker speaker_0: You're welcome. I hope you have a great day. Thank you for calling Benefits in a Card.

Speaker speaker_1: All right. Bye.

Speaker speaker_0: Bye. Have a nice day.

Speaker speaker_1: You too.