

Transcript: Estefania

Acevedo-6573910986768384-4781605262901248

Full Transcript

Thank you for calling Benefits in a Card. My name's Stephanie. How can I assist you? Hello? Thank you. How can I help you? Yes, uh, I, I, there... I was supposed to receive a call back. Okay. Um, so I have to get on your file 'cause you probably spoke with a different rep. What's the agency- Okay. ... that you're working with? Uh, Superior, uh, Superior Skilled Trades. And then, what are the last four of your Social? 5500. And then, your first and last name? Edgar Rocha. For security purposes, can you verify address and date of birth? 6-, uh, 6194 West Miami Sixth Street, Rivera City, Texas 78582. Date of birth, 07/02/1996. I have 956-463-6463 as your phone number. 463? Yes. And then, I have edgardgbccp@bingo.com. edgardrbccp@bingo.com. Okay. Give me one second. Let me verify this is who you called regarding. Hey, sir. So it looks like they did call you, but they ain't gonna answer and there was no, um- Yeah, I, I, I did ask her. I called the Card Company too. And they... Okay. And they left you a voicemail letting you know that the dependents are showing up with a carrier. So your dependents are appearing. Okay. So they're good to go? Everything's good to go then? Like I said, they did leave you a voicemail as well. But yes, you're good to go. Okay. All right then. All right. Sounds good. All right. If you have any questions, you're welcome to call us. We're open from 8:00 AM up until 8:00 PM Monday through Friday Eastern time. Sounds good. All right. Well, I hope you have a good day. Yes, ma'am. All right, appreciate you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name's Stephanie. How can I assist you?

Speaker speaker_1: Hello?

Speaker speaker_0: Thank you. How can I help you?

Speaker speaker_1: Yes, uh, I, I, there... I was supposed to receive a call back.

Speaker speaker_0: Okay. Um, so I have to get on your file 'cause you probably spoke with a different rep. What's the agency-

Speaker speaker_1: Okay.

Speaker speaker_0: ... that you're working with?

Speaker speaker_1: Uh, Superior, uh, Superior Skilled Trades.

Speaker speaker_0: And then, what are the last four of your Social?

Speaker speaker_1: 5500.

Speaker speaker_0: And then, your first and last name?

Speaker speaker_1: Edgar Rocha.

Speaker speaker_0: For security purposes, can you verify address and date of birth?

Speaker speaker_1: 6-, uh, 6194 West Miami Sixth Street, Rivera City, Texas 78582. Date of birth, 07/02/1996.

Speaker speaker_0: I have 956-463-6463 as your phone number.

Speaker speaker_1: 463?

Speaker speaker_0: Yes. And then, I have edgardgbccp@bingo.com.

Speaker speaker_1: edgardrbccp@bingo.com.

Speaker speaker_0: Okay. Give me one second. Let me verify this is who you called regarding. Hey, sir. So it looks like they did call you, but they ain't gonna answer and there was no, um-

Speaker speaker_1: Yeah, I, I, I did ask her. I called the Card Company too.

Speaker speaker_0: And they... Okay. And they left you a voicemail letting you know that the dependents are showing up with a carrier. So your dependents are appearing.

Speaker speaker_1: Okay. So they're good to go? Everything's good to go then?

Speaker speaker_0: Like I said, they did leave you a voicemail as well. But yes, you're good to go.

Speaker speaker_1: Okay. All right then.

Speaker speaker_0: All right.

Speaker speaker_1: Sounds good.

Speaker speaker_0: All right. If you have any questions, you're welcome to call us. We're open from 8:00 AM up until 8:00 PM Monday through Friday Eastern time.

Speaker speaker_1: Sounds good.

Speaker speaker_0: All right. Well, I hope you have a good day.

Speaker speaker_1: Yes, ma'am. All right, appreciate you.