

## **Transcript: Estefania**

**Acevedo-6620208480174080-5530057985277952**

### **Full Transcript**

Thank you for contacting Benefits on a Card. My name is Stephanie. How can I assist you? Yes, I'm trying to see what type of benefits I have. Okay. Uh, what staffing agency are you currently with? On Track Staffing. And what is the last four of your Social? 0880. And your first and last name, please? Terrence Taylor. Thank you. For security purposes, could you please verify the address that I have as well as the date of birth? 3574 Tall Oak Circle #6, Memphis, Tennessee 38118. November 25th, 1971. Thank you. Is your phone number still the 356-7302? Yes, ma'am. Okay. And then I have your first name, last name, 1971 @gmail.com. Is that still a good email? No. No? Okay. What's the email? It's a L between... It's a L between Terrence and Taylor. It's terrencetaylor. Okay, thank you. Let me add that. Thank you. Okay. So yeah, I do see that you do have active coverage. It looks like you have vision for employee only for \$2.15, and you have your medical plan which is the VIP Standard for employee only for \$17.66, and you're paying a weekly deduction of \$19.81, um, for these two plans. So, the plan that you currently have is a hospital indemnity plan, meaning it's gonna cover doctor visits if sick, hospital visits if injured, urgent care, emergency room, and surgeries. It doesn't require you to stay within the network, so you could be out of the network and still be covered as long as they take that insurance, um, and it covers a flat fee towards your services. Okay. What's that s- Um, what was your question? I got that, uh, ma'am. Yeah. What was the question that you had regarding, um, the plans? No, the, uh, the vision. I don't have a card for my vision. I have a APL medical card. Okay. Um, I can go ahead and send it to you via email, your vision, if you wish. And I- Oh, that's... I don't get no card? I can go ahead and, um, submit a request for you to receive it as well. It should take seven- Okay. ... or 10 days for you to receive it. And, uh, is it going to the 3574 Tall Oak Circle #6, Memphis, Tennessee 38118? Yes, ma'am. And then, is it a unit or is it apartment? Yeah, apartment six. Okay, let me fix that, 'cause that might throw it off, so it's apartment six. All right. Yeah, and do you want me to send you, um, the vision card via email as well? Yes, ma'am. Okay. Um, can I put you in a brief hold while I get that ready, just so that I'm sure that you do receive it? And is that- Yes, ma'am. ... a good email to send it to? Terrence L. Taylor1971@gmail.com. Yes, okay, I'll be right back. Yes, ma'am. Okay. Thank you so much for your hold. I went ah- ahead and got your card ready to be mailed out to you, so you should be receiving that within seven to 10 days, not including weekends. Um, and I also sent you your card via email. Do you mind verifying that you did receive it? Okay, hold on. Hold on one second. And then it's gonna come from an email that says info@benefitsinacard.com. If you don't see it right away when you open your email, I also recommend you to look in your junk email as well as the spam. Is Midlife... Yes. Yes, sir. Yes, I got it. All right. That's your card, and I also went ahead and gotten it ready, so you shou- like I said, it, you should be getting it within probably, like, seven to 10 business days. Yes, ma'am. Thank you. You're welcome. Have a nice day. If you need

any help, um, we're here Monday through Friday, 8:00 AM up until 8:00 PM Eastern Time. Yes, ma'am. Thank you. Thank you. Have a nice day. You too. Thanks.

## Conversation Format

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

Speaker speaker\_1: Yes, I'm trying to see what type of benefits I have.

Speaker speaker\_0: Okay. Uh, what staffing agency are you currently with?

Speaker speaker\_1: On Track Staffing.

Speaker speaker\_0: And what is the last four of your Social?

Speaker speaker\_1: 0880.

Speaker speaker\_0: And your first and last name, please?

Speaker speaker\_1: Terrence Taylor.

Speaker speaker\_0: Thank you. For security purposes, could you please verify the address that I have as well as the date of birth?

Speaker speaker\_1: 3574 Tall Oak Circle #6, Memphis, Tennessee 38118. November 25th, 1971.

Speaker speaker\_0: Thank you. Is your phone number still the 356-7302?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. And then I have your first name, last name, 1971 @gmail.com. Is that still a good email?

Speaker speaker\_1: No.

Speaker speaker\_0: No? Okay. What's the email?

Speaker speaker\_1: It's a L between... It's a L between Terrence and Taylor. It's terrencetaylor.

Speaker speaker\_0: Okay, thank you. Let me add that. Thank you. Okay. So yeah, I do see that you do have active coverage. It looks like you have vision for employee only for \$2.15, and you have your medical plan which is the VIP Standard for employee only for \$17.66, and you're paying a weekly deduction of \$19.81, um, for these two plans. So, the plan that you currently have is a hospital indemnity plan, meaning it's gonna cover doctor visits if sick, hospital visits if injured, urgent care, emergency room, and surgeries. It doesn't require you to stay within the network, so you could be out of the network and still be covered as long as they take that insurance, um, and it covers a flat fee towards your services.

Speaker speaker\_1: Okay. What's that s-

Speaker speaker\_0: Um, what was your question?

Speaker speaker\_1: I got that, uh, ma'am.

Speaker speaker\_0: Yeah. What was the question that you had regarding, um, the plans?

Speaker speaker\_1: No, the, uh, the vision. I don't have a card for my vision. I have a APL medical card.

Speaker speaker\_0: Okay. Um, I can go ahead and send it to you via email, your vision, if you wish. And I-

Speaker speaker\_1: Oh, that's... I don't get no card?

Speaker speaker\_0: I can go ahead and, um, submit a request for you to receive it as well. It should take seven-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... or 10 days for you to receive it. And, uh, is it going to the 3574 Tall Oak Circle #6, Memphis, Tennessee 38118?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And then, is it a unit or is it apartment?

Speaker speaker\_1: Yeah, apartment six.

Speaker speaker\_0: Okay, let me fix that, 'cause that might throw it off, so it's apartment six. All right. Yeah, and do you want me to send you, um, the vision card via email as well?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. Um, can I put you in a brief hold while I get that ready, just so that I'm sure that you do receive it? And is that-

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: ... a good email to send it to?

Speaker speaker\_2: Terrence L. Taylor1971@gmail.com.

Speaker speaker\_3: Yes, okay, I'll be right back.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_0: Okay. Thank you so much for your hold. I went ah- ahead and got your card ready to be mailed out to you, so you should be receiving that within seven to 10 days, not including weekends. Um, and I also sent you your card via email. Do you mind verifying that you did receive it?

Speaker speaker\_4: Okay, hold on. Hold on one second.

Speaker speaker\_0: And then it's gonna come from an email that says info@benefitsinacard.com. If you don't see it right away when you open your email, I also recommend you to look in your junk email as well as the spam.

Speaker speaker\_4: Is Midlife...

Speaker speaker\_0: Yes. Yes, sir.

Speaker speaker\_4: Yes, I got it.

Speaker speaker\_0: All right. That's your card, and I also went ahead and gotten it ready, so you shou- like I said, it, you should be getting it within probably, like, seven to 10 business days.

Speaker speaker\_4: Yes, ma'am. Thank you.

Speaker speaker\_0: You're welcome. Have a nice day. If you need any help, um, we're here Monday through Friday, 8:00 AM up until 8:00 PM Eastern Time.

Speaker speaker\_4: Yes, ma'am. Thank you.

Speaker speaker\_0: Thank you. Have a nice day.

Speaker speaker\_4: You too. Thanks.