

## Transcript: Franchesca

**Baez-5123417100566528-5203061128609792**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling MedicalCard. My name is ... How can I assist you today? Yes, hi. Um, I was calling in reference to, um, the vi- vision, I mean, benefits, um, plan for the vision, um, plan. So because we never received any information for the card, insurance card or anything. We, we just went with the medical and then they told us it's, it's not, they don't use that. It's different than the medical card information. What staffing company do you work with? Uh, MAU, M-M-A-U. And what are the last four of your Social and your last name? Last four of Social is 2788 and last name is de Juan Val. For security purposes, can you please verify your mailing address and date of birth? 7927 St. Ives Road, Apartment 908, North Charleston, South Carolina, um, 29406. Did you say a phone number as well? Your date of birth. Oh, yes. 3/16/78. We have the best phone number to reach you down as 239-355-3675. Yeah, 355-3675, correct. And we have your email down as your last name, first name, 38@gmail.com? Correct. All right, and then bear with me one moment while I go ahead and download the vision card so that I can send it to your email. Okay, thank you so much. Thank you. I'll be right back. Shouldn't take more than three minutes. Okay. Thank you. Thank you so much for holding. I'm going to send a digital copy of your vision benefit card to the email we have on file and then I'll be sending a paper copy of your benefit card to the address we have on file as well. Um, I do have to say, it's kind of ... like a printer paper. This is due to the fact that the- Okay. ... unfortunately the carrier only does a hard plastic when you become active. Okay, okay. Okay, that's okay. All right and then if I send that to you- Yes. Of course. Yes. You said, you said, you said, uh, you already sent the email? Yes, ma'am. I will send a text to see if I receive it. I sent it from the office email which is info@benefits medical card and it will be titled ID Card. Okay, okay. Thank you so much. I appreciate your help. It was my pleasure. Was there anything else I can assist you with today? Uh, that's all for now. Thank you. Happy New Year to you. Thank you, too. Enjoy the rest of your week. All right, you too. Bye-bye. Mm, bye. Oh. Hello?

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling MedicalCard. My name is ... How can I assist you today?

Speaker speaker\_2: Yes, hi. Um, I was calling in reference to, um, the vi- vision, I mean, benefits, um, plan for the vision, um, plan. So because we never received any information for

the card, insurance card or anything. We, we just went with the medical and then they told us it's, it's not, they don't use that. It's different than the medical card information.

Speaker speaker\_1: What staffing company do you work with?

Speaker speaker\_2: Uh, MAU, M-M-A-U.

Speaker speaker\_1: And what are the last four of your Social and your last name?

Speaker speaker\_2: Last four of Social is 2788 and last name is de Juan Val.

Speaker speaker\_1: For security purposes, can you please verify your mailing address and date of birth?

Speaker speaker\_2: 7927 St. Ives Road, Apartment 908, North Charleston, South Carolina, um, 29406. Did you say a phone number as well?

Speaker speaker\_1: Your date of birth.

Speaker speaker\_2: Oh, yes. 3/16/78.

Speaker speaker\_1: We have the best phone number to reach you down as 239-355-3675.

Speaker speaker\_2: Yeah, 355-3675, correct.

Speaker speaker\_1: And we have your email down as your last name, first name, 38@gmail.com?

Speaker speaker\_2: Correct.

Speaker speaker\_1: All right, and then bear with me one moment while I go ahead and download the vision card so that I can send it to your email.

Speaker speaker\_2: Okay, thank you so much.

Speaker speaker\_1: Thank you. I'll be right back. Shouldn't take more than three minutes.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: Thank you so much for holding. I'm going to send a digital copy of your vision benefit card to the email we have on file and then I'll be sending a paper copy of your benefit card to the address we have on file as well. Um, I do have to say, it's kind of ... like a printer paper. This is due to the fact that the-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... unfortunately the carrier only does a hard plastic when you become active.

Speaker speaker\_2: Okay, okay. Okay, that's okay.

Speaker speaker\_1: All right and then if I send that to you-

Speaker speaker\_2: Yes.

Speaker speaker\_1: Of course.

Speaker speaker\_2: Yes. You said, you said, you said, uh, you already sent the email?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: I will send a text to see if I receive it.

Speaker speaker\_1: I sent it from the office email which is info@benefits medical card and it will be titled ID Card.

Speaker speaker\_2: Okay, okay. Thank you so much. I appreciate your help.

Speaker speaker\_1: It was my pleasure. Was there anything else I can assist you with today?

Speaker speaker\_2: Uh, that's all for now. Thank you. Happy New Year to you.

Speaker speaker\_1: Thank you, too. Enjoy the rest of your week.

Speaker speaker\_2: All right, you too. Bye-bye.

Speaker speaker\_1: Mm, bye.

Speaker speaker\_2: Oh. Hello?