

## Transcript: Francesca

**Baez-5322720873594880-5090744153456640**

### Full Transcript

Thank you for calling Benefitional Card. My name is Francesca. How can I assist you today? Hey, can I get... Hello? Mm-hmm, hello? Yes, my name is Daryl Card and I was told to call you guys so that I can get my insurance information that I can go to urgent care. What staffing company do you work with? Um, I work for Integrity Trades in La Porte, Indiana. And what are the last four of your Social? 5507. Please verify your mailing address and date of birth to make sure I have the right account in front of me. Yes. It should be 1022 East State Road 4, La Porte, Indiana, 46350. And date of birth, 01/13/1984. We have the best number to reach you down as 574-780-6716? Yes. I now have your email down as dcard28@gmail.com? Yes. All right, bear with me one moment while I go ahead and download your card. So I'll be right back. No problem. Thank you. Thank you. It should take me roughly two to four minutes, okay? Okay. Thank you. She says she gotta download my card. It takes about a minute. Sounds like 10:00 or whatever. I got confused for a second. It was like 30 something. 10:00. Oh. Thank you so much for holding, Mr. Card. I have sent you three PDF files which will be your medical, vision and dental benefit cards. Okay. They're from our office email which is info@benefitionalcard.com. Okay, thank you. No problem. Was there anything else we can assist you with today? Um, nope, that was all. All right. And then keep in mind for your FreeRx membership you do have to complete a registration to have access to those benefit cards. Okay. Have you registered for it already? Um, I'm not 100% sure. I think I did receive the prescription card. I don't think I registered it yet. Okay. So the medical card that you received more than likely was for vision or dental. Okay. But FreeRx won't send you a physical card. They're only digital once you have access to your profile. So I'll send you the information for the registration just in case. Okay. Okay? Okay, thank you. Of course. Hope you have a wonderful rest of your day. Thank you for your time today. You as well. Thank you.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefitional Card. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Hey, can I get... Hello?

Speaker speaker\_0: Mm-hmm, hello?

Speaker speaker\_1: Yes, my name is Daryl Card and I was told to call you guys so that I can get my insurance information that I can go to urgent care.

Speaker speaker\_0: What staffing company do you work with?

Speaker speaker\_1: Um, I work for Integrity Trades in La Porte, Indiana.

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

Speaker speaker\_1: 5507.

Speaker speaker\_0: Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker\_1: Yes. It should be 1022 East State Road 4, La Porte, Indiana, 46350. And date of birth, 01/13/1984.

Speaker speaker\_0: We have the best number to reach you down as 574-780-6716?

Speaker speaker\_1: Yes.

Speaker speaker\_0: I now have your email down as dcard28@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right, bear with me one moment while I go ahead and download your card. So I'll be right back.

Speaker speaker\_1: No problem. Thank you.

Speaker speaker\_0: Thank you. It should take me roughly two to four minutes, okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: She says she gotta download my card. It takes about a minute. Sounds like 10:00 or whatever. I got confused for a second. It was like 30 something. 10:00. Oh.

Speaker speaker\_0: Thank you so much for holding, Mr. Card. I have sent you three PDF files which will be your medical, vision and dental benefit cards.

Speaker speaker\_1: Okay.

Speaker speaker\_0: They're from our office email which is info@benefitonalcard.com.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: No problem. Was there anything else we can assist you with today?

Speaker speaker\_1: Um, nope, that was all.

Speaker speaker\_0: All right. And then keep in mind for your FreeRx membership you do have to complete a registration to have access to those benefit cards.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Have you registered for it already?

Speaker speaker\_1: Um, I'm not 100% sure. I think I did receive the prescription card. I don't think I registered it yet.

Speaker speaker\_0: Okay. So the medical card that you received more than likely was for vision or dental.

Speaker speaker\_1: Okay.

Speaker speaker\_0: But FreeRx won't send you a physical card. They're only digital once you have access to your profile. So I'll send you the information for the registration just in case.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay?

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: Of course. Hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker\_1: You as well. Thank you.