

## **Transcript: Francesca**

**Baez-5923739691597824-5098204630040576**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Francesca. How can I assist you today? Yes, I, um... So I, I have, uh, benefits through y'all and I can't find my insurance card, and I'm having to go to the doctor right now and I'm just trying to get the, uh, the insurance information so that I can give it to the doctor's office. Sure thing. What staffing company do you work with? Uh, with Serr-Search Staffing. And what are the last four of the SSN? 7832. And your last name, please. Primm, P-R-I-M-M. For security purposes, can you please verify your mailing address and date of birth? It should be, uh... I think what you guys have on record is 1243 Plum Street, Prattville, uh, Alabama 36051 and February 3rd, 1994. We have the best phone number to reach it down as 334-922-0209. Wait, what now? Yes, sir. We have the best phone number to reach it down as 334-922-0209. Oh, yes, yes, yes. I'm sorry. That's correct. And we- And we show your email down as austismichaelprimm@gmail.com? That's correct. Okay. And then so you need just the medical benefit card? Yeah, I just... Well, like, the insurance card, whatever it is, I need, just need the information so I can give it to the doctors. Yes, sir. I asked in the sense that you have more than one plan. You have medical, dental, vision. So I'm asking if you only need your medical card at this moment. Yes, I just need medical. Yes, I'm s- I'm sorry. No, that's okay. And I know that carrier doesn't do hard copies for the benefit card. They only do digital copies. Did you need a hard copy to be sent to your home or just a digital one for today? Just a digital one. All right, so I'll go ahead and send it to your email that we verified. It will be in the form of a PDF file. Okay. And it will be coming from our office email, which is info@benefitsinacard. And it will be titled ID Card. And bear with me one moment. It should be going down in a minute or two so we can make sure you got it. Okay. Oh, I got it. All right. Was there anything else we can assist you with today? No, ma'am. That was all. Thank you. Well, of course. My pleasure. Hope you have a wonderful rest of your day and thank you for your time today. Thank you. You as well. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits in a Cart. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Yes, I, um... So I, I have, uh, benefits through y'all and I can't find my insurance card, and I'm having to go to the doctor right now and I'm just trying to get the, uh, the insurance information so that I can give it to the doctor's office.

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

Speaker speaker\_2: Uh, with Serr- Search Staffing.

Speaker speaker\_1: And what are the last four of the SSN?

Speaker speaker\_2: 7832.

Speaker speaker\_1: And your last name, please.

Speaker speaker\_2: Primm, P-R-I-M-M.

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

Speaker speaker\_2: It should be, uh... I think what you guys have on record is 1243 Plum Street, Prattville, uh, Alabama 36051 and February 3rd, 1994.

Speaker speaker\_1: We have the best phone number to reach it down as 334-922-0209.

Speaker speaker\_2: Wait, what now?

Speaker speaker\_1: Yes, sir. We have the best phone number to reach it down as 334-922-0209.

Speaker speaker\_2: Oh, yes, yes, yes. I'm sorry. That's correct.

Speaker speaker\_1: And we- And we show your email down as austismichaelprimm@gmail.com?

Speaker speaker\_2: That's correct.

Speaker speaker\_1: Okay. And then so you need just the medical benefit card?

Speaker speaker\_2: Yeah, I just... Well, like, the insurance card, whatever it is, I need, just need the information so I can give it to the doctors.

Speaker speaker\_1: Yes, sir. I asked in the sense that you have more than one plan. You have medical, dental, vision. So I'm asking if you only need your medical card at this moment.

Speaker speaker\_2: Yes, I just need medical. Yes, I'm s- I'm sorry.

Speaker speaker\_1: No, that's okay. And I know that carrier doesn't do hard copies for the benefit card. They only do digital copies. Did you need a hard copy to be sent to your home or just a digital one for today?

Speaker speaker\_2: Just a digital one.

Speaker speaker\_1: All right, so I'll go ahead and send it to your email that we verified. It will be in the form of a PDF file.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And it will be coming from our office email, which is info@benefitsinacard. And it will be titled ID Card. And bear with me one moment. It should be going down in a minute or two so we can make sure you got it.

Speaker speaker\_2: Okay. Oh, I got it.

Speaker speaker\_1: All right. Was there anything else we can assist you with today?

Speaker speaker\_2: No, ma'am. That was all. Thank you.

Speaker speaker\_1: Well, of course. My pleasure. Hope you have a wonderful rest of your day and thank you for your time today.

Speaker speaker\_2: Thank you. You as well.

Speaker speaker\_1: Bye-bye.