

Transcript: Sara

Marulanda-4593387422826496-5317288993964032

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, my name is Sarah. May I have your name, please? Uh, hi, my name is Nicole Stout. Hello, Ms. Nicole. How may I help you? I'm just trying to find my, uh, insurance information since I signed up for the insurance offer through Benefits in a Card. Sure. And I have a doctor's appointment tomorrow and I just, I haven't received anything. Sure, ma'am, I can help you with that. May I have, please, the name of the agency that you are working with and the last four of your Social? Uh, Creative Circle and it's, um, 1213. Thank you very much. And just for security purposes can you please verify your address and date of birth? It's 129 West Farrel which is spelled F-A-R-R-E-L-L Avenue, Apartment B as in boy, dash eight, in Ewing, New Jersey. Uh, zip code 08618. And then my birthday is August 29th, 1993. And is your email, nastout1993@gmail.com? That should be N-A-S-T-O-U-T 1993@gmail.com. Yes, and is your phone number 609-977-4012? Yes, it is. Okay, thank you very much. Okay, give me just a minute while I check for your ID cards. Uh, may I put you on hold for a minute, ma'am? Perfect. Okay, I'll be right back with you. Thank you. Come on, holy. Don't you give up hope yet. I'm fine. Grab the Big Mac. Hello, Mrs. Stout? Hello. Thank you for waiting, ma'am. Can you check your email while we are on the phone? Yes, I can. Okay, you're going to see an email from info at Benefits in a Card. Oh, I did get an email. I'm sorry? Hello? Yes, ma'am. Did you get it? I, I got an email. Yes, I did. Oh. There is three PDF files on that email. One is your dental, the other one's your, uh, vision, and the other one's your medical. Thank you so much. You're more than welcome. And, uh, you must receive your ID cards in maybe this week or next week. Okay. All right. So, be on the way. And just use the ones I sent you. They're the exact copy of your ID's. Thank you. You're more than welcome, ma'am. Anything else that I can help you with? Nope, that was all. Alrighty, so thank you for calling Benefits in a Card. Have a wonderful day. Mm-hmm. You, too. Bye. Thank you. Bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, my name is Sarah. May I have your name, please? Uh, hi, my name is Nicole Stout. Hello, Ms. Nicole. How may I help you? I'm just trying to find my, uh, insurance information since I signed up for the insurance offer through Benefits in a Card. Sure. And I have a doctor's appointment tomorrow and I just, I haven't received anything. Sure, ma'am, I can help you with that. May I have, please, the name of the agency that you are working with and the last four of your Social? Uh, Creative Circle and it's, um, 1213. Thank you very much. And just for security purposes can you please verify your

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