

Transcript: Sara

Marulanda-4765556423442432-6059159502372864

Full Transcript

Hello? Your call may be monitored or recorded for quality assurance purposes. Hello. May I speak with John Olivo? Yes, ma'am. This is John. Hello, Mr. Olivo. This is Benefits in a Card calling on behalf of Hamilton-Vicker Group. Um, just to let you know that your healthcare ID card was returned to our office due to a wrong address. So I'm wondering if we can, um, correct the address to- Yes, ma'am. ... resend the ID card? Okay. The address we have right now is 316 Savannah Club Apartment 250, St. Marcus- No. ... Texas. No. It's Stagecoach 250, Stagecoach Trail 250 and- Mm-hmm. ... Savannah Club Apartments 316. Okay. So lemme check that. Okay. Can you repeat the correct address for me please? I'm sorry. Yes. The, the address is, uh, 250 Stagecoach Trail, Savannah Club Apartments 216, I mean, 316. Stage, Stagecoach? Coach. Yeah. Stagecoach, S-T-A-G-E-C-O-A-C-H. Stagecoach. Yes, ma'am. Trail. And then it's Savannah Club Apartments 316, St. Marcus, Texas 78666. And this is for my benefits from my insurance, right? Yes, sir. Yes. Yeah. 'Cause I've been trying to get ahold of y'all, ma'am, 'cause I need to get my eyes checked and I, I haven't been able to get no benefit card and I go- Yes. Um, I left a message back on April 15 about this, but, um, there was no call back. Yes, ma'am. I'm sorry. Right back at you. I just- I didn't get the message. Oh, it's, it's okay. Don't worry about it. Let me ask you this. The, the Savannah Trail Apartments, is that include on the, um, on the address or is just 250 Sta- Stagecoach Trail? It's 250 Stagecoach Trail and then it says Savannah Club Apartments. Okay. And then it's 316. Just hang on a minute. The apartment is 316? 316. Okay. And it's at St. Marcus, Texas 78666? Yes, ma'am. Can you read it back- Oh. ... to me one more time? Okay. This is what we got. 250 Stagecoach Trail, Savannah Club Apartments 316- That's correct. ... St. Marcus, Texas 78666. Yes, ma'am. That's right. Okay. So I'm gonna resend that right now. Um, in the meantime, would you like me to send you a copies to your email address? Yes, ma'am. If you could do that, ma'am, that would be- Yeah, sure. ... that'd be good too. May I put you on hold for a minute while I do that? I just want to, uh, confirm with you that you have received them before we disconnect the call. Okay? Yes, ma'am. Mm-hmm. Okay. I'll be right back with you, sir. Thank you. Okay. No, mom, she's talking about telling her we gotta ride the little rocket thingy up in the air. She said she wants to go catch the bus. Well, let's go and we'll go catch the bus. No way the old cat getting back. Not by fucking river. Bitch. Might have to get some new muscles in my car, dude. I ain't talking two weeks to get a new motor. Oh, shit. Mr. Olivo, go ahead and answer this. Hello. Mr. Olivo? Yes, ma'am. Thank you for waiting, sir. Okay. I just sent your, uh, healthcare ID cards to your email. Can you check your email while we are on the phone, sir? Thank you. Uh, I don't know how to do that, ma'am. I could probably do it in a little bit. Okay. Okay. That's okay. I just send them. If you can't found them on the email, please, uh, give us a call back and we will resend them. Um, and I already- Thank you. ... sent the ID cards, the hard copies, to your mailing address. Thank you, ma'am. Okay? Thank you,

ma'am. All right. I appreciate you. Yeah. You have a good day. You're more than welcome. You as well, sir. Thank you for answer our call from Benefits in a Card. Have a great day. You too, ma'am. Bye. Thank you. Bye-bye.

Conversation Format

Speaker None: Hello? Your call may be monitored or recorded for quality assurance purposes. Hello. May I speak with John Olivo? Yes, ma'am. This is John. Hello, Mr. Olivo. This is Benefits in a Card calling on behalf of Hamilton-Vicker Group. Um, just to let you know that your healthcare ID card was returned to our office due to a wrong address. So I'm wondering if we can, um, correct the address to- Yes, ma'am. ... resend the ID card? Okay. The address we have right now is 316 Savannah Club Apartment 250, St. Marcus- No. ... Texas. No. It's Stagecoach 250, Stagecoach Trail 250 and- Mm-hmm. ... Savannah Club Apartments 316. Okay. So lemme check that. Okay. Can you repeat the correct address for me please? I'm sorry. Yes. The, the address is, uh, 250 Stagecoach Trail, Savannah Club Apartments 216, I mean, 316. Stage, Stagecoast? Coach. Yeah. Stagecoach, S-T-A-G-E-C-O-A-C-H. Stagecoach. Yes, ma'am. Trail. And then it's Savannah Club Apartments 316, St. Marcus, Texas 78666. And this is for my benefits from my insurance, right? Yes, sir. Yes. Yeah. 'Cause I've been trying to get ahold of y'all, ma'am, 'cause I need to get my eyes checked and I, I haven't been able to get no benefit card and I go- Yes. Um, I left a message back on April 15 about this, but, um, there was no call back. Yes, ma'am. I'm sorry. Right back at you. I just- I didn't get the message. Oh, it's, it's okay. Don't worry about it. Let me ask you this. The, the Savannah Trail Apartments, is that include on the, um, on the address or is just 250 Sta- Stagecoach Trail? It's 250 Stagecoach Trail and then it says Savannah Club Apartments. Okay. And then it's 316. Just hang on a minute. The apartment is 316? 316. Okay. And it's at St. Marcus, Texas 78666? Yes, ma'am. Can you read it back- Oh. ... to me one more time? Okay. This is what we got. 250 Stagecoach Trail, Savannah Club Apartments 316- That's correct. ... St. Marcus, Texas 78666. Yes, ma'am. That's right. Okay. So I'm gonna resend that right now. Um, in the meantime, would you like me to send you a copies to your email address? Yes, ma'am. If you could do that, ma'am, that would be- Yeah, sure. ... that'd be good too. May I put you on hold for a minute while I do that? I just want to, uh, confirm with you that you have received them before we disconnect the call. Okay? Yes, ma'am. Mm-hmm. Okay. I'll be right back with you, sir. Thank you. Okay. No, mom, she's talking about telling her we gotta ride the little rocket thingy up in the air. She said she wants to go catch the bus. Well, let's go and we'll go catch the bus. No way the old cat getting back. Not by fucking river. Bitch. Might have to get some new muscles in my car, dude. I ain't talking two weeks to get a new motor. Oh, shit. Mr. Olivo, go ahead and answer this. Hello. Mr. Olivo? Yes, ma'am. Thank you for waiting, sir. Okay. I just sent your, uh, healthcare ID cards to your email. Can you check your email while we are on the phone, sir? Thank you. Uh, I don't know how to do that, ma'am. I could probably do it in a little bit. Okay. Okay. That's okay. I just send them. If you can't found them on the email, please, uh, give us a call back and we will resend them. Um, and I already- Thank you. ... sent the ID cards, the hard copies, to your mailing address. Thank you, ma'am. Okay? Thank you, ma'am. All right. I appreciate you. Yeah. You have a good day. You're more than welcome. You as well, sir. Thank you for

answer our call from Benefits in a Card. Have a great day. You too, ma'am. Bye. Thank you.
Bye-bye.