

Transcript: Sara

Marulanda-4765625180667904-6390125794082816

Full Transcript

Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Uh, it's Michael Padilla. Hello, Mr. Michael. How may I help you today? Yeah, I'm trying to see. D- do y'all mail the insurance cards or, uh, how does that work? I- I don't... Do I request? Okay. The, the vision, uh, vision, preventive care and dental are sent automatically to your mailing address. The hospital indemnity or medical, uh, that one will be sent to your email and to your mailing address if you request it. Okay. Yeah. Uh, yeah, I need to get it sent to my email then, for me and my spouse. Okay. Let me find your account first. May I have the name of the agency that you're working with and the last four of your Social? Uh, it's MAU, and then, um, the last four of Social is 3934. Okay. Just a minute. I'm downloading the information. Michael Padilla? Yes. Uh, Mr. Padilla, Michael Angelo Padilla, just for security purposes, can you please verify your address and date of birth? My address is... It's either... Is it 123 Barbara Street, Grovetown, Georgia, 30813? And then, my date of birth is 02/24/1991? Yes. That's the one I have- Okay. ... and the one we have. Okay. And your email is mikea258@outlook.com? Yes. And is your phone number 80- 803-645-62, 6822? Yes. Okay. So may I put you on hold for a minute? I gonna send your ID cards to your email, but I want to verify with you before I do that, okay? All right. All right. I'll be right back with you. Hold on, please. Hello? Hello, Mr... Hi, Mr. Parisa. Thank you for waiting, sir. Can you check your email while we are on the phone? Uh... Yeah. W-what am I looking for? Okay. There is an email from info@benefitsinacard. All right. That email has a PDF file on it. That PDF file is your ID card. You are allowed to use. That one is just the exact copy of the original and I just sent a request for your, um, the hard copy to be sent to your mailing address. It will take like probably two to three weeks for it to arrive at home. But, um, in the meantime you can use this one. Okay. Do you have one for my spouse? Yes, it's the same- Oh, employee and spouse. This for both? Okay. Yes, sir. All right. Thank you. You're more than welcome. Is there anything else that I can help you with? No, that'll be all. All righty, sir. Thank you for calling Benefits in a Card. Have a wonderful day. Okay. Thank you. You're welcome. Bye-bye.

Conversation Format

Speaker None: Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Uh, it's Michael Padilla. Hello, Mr. Michael. How may I help you today? Yeah, I'm trying to see. D- do y'all mail the insurance cards or, uh, how does that work? I- I don't... Do I request? Okay. The, the vision, uh, vision, preventive care and dental are sent automatically to your mailing address. The hospital indemnity or medical, uh, that one will be sent to your email and to your mailing address if you request it. Okay. Yeah. Uh, yeah, I need

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