

## Transcript: Sara

**Marulanda-5589324432326656-6381297829330944**

### Full Transcript

... for calling Benefits and Card. My name is Sarah. May I have your name, please? Hi. My name is, uh, Bradley Ferguson. Hello, Mr. Ferguson. How may I help you? Hi. Um, it's been a few weeks now. I had, um... I moved and I didn't get the first card, and they re-sent it. And then my apartment was redoing the mailboxes, and it looks like all my mail got sent back. I was just calling to see if maybe I could get another card sent out, and if I could, um... where I could look at my coverage and everything online. Sure. Um, may I have please the name of the agency that you are working with, and the last four of your Social? Uh, yes. I'm working with MAU, and the last four are 12... 1216. Thank you very much, uh, Bradley Bennett F-Ferguson. And just for security purposes, can you please verify your address and date of birth? Uh, yes. My new address is 151 Mitchell Road, Greenville, South Carolina. And your date of birth? And, uh... Oh, yes. It's May 18th, 1998. Email bennettbferguson@... jim... at gmail.com? Yes, that's it. Phone number 678-899-3557? Yes, that's it. Okay, sir. And, um, have you received the virtual copies already? Um... I- I think so. Let me check. It's okay. I, I can send them again. And, um, I'm gonna make a request for the ID cards to be sent to your mailing address again. Is there any apartment number or just the 151 Mitchell Road? Uh, unit M7. Hold on, please. M7. Okay. May I put you on hold for a minute while I download the information? Yeah, that's fine. All righty. I'll be right back with you, sir. Hello, Mr. Ferguson? Hi. Yes, this is he. Uh, thank you for waiting, sir. Okay. I just sent you the ID cards. Can you check on your email and see if you have received anything from info@benefitsinacard? Uh, yes, I'll, I'll look right now. Thank you. Uh, it looks like I got it. Okay. Um, those are the ID cards. One is your, uh, hospital indemnity, the other one is a preventive care and, um, medical, and the other one is your dental. Now, I'm attaching... I'm sending, in a different email, I'm sending a benefit guide as well, uh, that way you can review what it covers. Okay, great. Okay. Let me see. MAU. I just sent it. Um, and I'm making a request for the ID cards to be sent to your mailing address. It may take two to three weeks for you to receive them. But in the meantime, you, you just, um, can go ahead and use the ID cards I just sent to your email. The other ones are the exact copy. Okay, great. Thank you so much. You're more than welcome. Other than that, sir, is there anything else that I can help you with? No, that's it. Okay, sir. So thank you for calling Benefits in a Card. I wish you too have a wonderful day. Great. Thank you. You, too. Thank you. Bye bye. Bye. Bye.

### Conversation Format

Speaker None: ... for calling Benefits and Card. My name is Sarah. May I have your name, please? Hi. My name is, uh, Bradley Ferguson. Hello, Mr. Ferguson. How may I help you? Hi.

Um, it's been a few weeks now. I had, um... I moved and I didn't get the first card, and they re-sent it. And then my apartment was redoing the mailboxes, and it looks like all my mail got sent back. I was just calling to see if maybe I could get another card sent out, and if I could, um... where I could look at my coverage and everything online. Sure. Um, may I have please the name of the agency that you are working with, and the last four of your Social? Uh, yes. I'm working with MAU, and the last four are 12... 1216. Thank you very much, uh, Bradley Bennett F- Ferguson. And just for security purposes, can you please verify your address and date of birth? Uh, yes. My new address is 151 Mitchell Road, Greenville, South Carolina. And your date of birth? And, uh... Oh, yes. It's May 18th, 1998. Email bennettbferguson@... jim... at gmail.com? Yes, that's it. Phone number 678-899-3557? Yes, that's it. Okay, sir. And, um, have you received the virtual copies already? Um... I- I think so. Let me check. It's okay. I, I can send them again. And, um, I'm gonna make a request for the ID cards to be sent to your mailing address again. Is there any apartment number or just the 151 Mitchell Road? Uh, unit M7. Hold on, please. M7. Okay. May I put you on hold for a minute while I download the information? Yeah, that's fine. All righty. I'll be right back with you, sir. Hello, Mr. Ferguson? Hi. Yes, this is he. Uh, thank you for waiting, sir. Okay. I just sent you the ID cards. Can you check on your email and see if you have received anything from info@benefitsinacard? Uh, yes, I'll, I'll look right now. Thank you. Uh, it looks like I got it. Okay. Um, those are the ID cards. One is your, uh, hospital indemnity, the other one is a preventive care and, um, medical, and the other one is your dental. Now, I'm attaching... I'm sending, in a different email, I'm sending a benefit guide as well, uh, that way you can review what it covers. Okay, great. Okay. Let me see. MAU. I just sent it. Um, and I'm making a request for the ID cards to be sent to your mailing address. It may take two to three weeks for you to receive them. But in the meantime, you, you just, um, can go ahead and use the ID cards I just sent to your email. The other ones are the exact copy. Okay, great. Thank you so much. You're more than welcome. Other than that, sir, is there anything else that I can help you with? No, that's it. Okay, sir. So thank you for calling Benefits in a Card. I wish you too have a wonderful day. Great. Thank you. You, too. Thank you. Bye bye. Bye. Bye.