

## Transcript: Sara

**Marulanda-5611121990385664-4669006888255488**

### 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, my name is Kimberly Dixon. Good morning. Good morning. How may I help you, ma'am? Um, I'm trying to find out, uh, some more information on, uh, my, uh, medical and dental plan. I'm trying to get the, um... see if I can get the medical number for my card. Okay. And possibly- Sure. ... the dental, medical, uh, the dental number as well. Sure. Let me help you with that. Uh, may I have please the name of the agency that you're working with and the last four of your Social? Uh, that's B-G-S-F and the last four of my Social is 9-6-9-6. Okay, Ms. Kimberly ■... Dixon. And just for security purposes ma'am, can you please verify your address and date of birth? My address is 4714 Central Avenue Northeast, Washington DC 219 for the zip code and date of birth 1/18/84. Email king23dixon@yahoo.com? Yes. That's correct. Phone number 30-301-640-6298? Yes. Okay. Thank you very much. Give me just a minute. Let me get stuff in. I'm just waiting for the system. I'm sorry. Mm-hmm. Thank you. Okay. Your coverage just became active today. Mm-hmm. So today's when they start processing the policy number and ID cards. And the number must be ready between Wednesday and Thursday. But you don't need to give us a call back. I will give you a call once I send you the ID cards or once I get the information. Anyway, I gonna request for them to speed up if it is possible, which I don't know, but I'm gonna request it. Okay. But you said it should be ready by Wednesday? Between Th-yes, Wednesday, Thursday. Okay. All right. I will- I'll follow up then. Okay. Anyway, I, I will be giving you a call as well. Okay? Okay. Thank you. All right, ma'am. You're more than welcome. Anything else that I can help you with? That's it. All right. Thank you for calling Benefits in a Card. Have a wonderful day, ma'am. You too. Bye-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, my name is Kimberly Dixon. Good morning. Good morning. How may I help you, ma'am? Um, I'm trying to find out, uh, some more information on, uh, my, uh, medical and dental plan. I'm trying to get the, um... see if I can get the medical number for my card. Okay. And possibly- Sure. ... the dental, medical, uh, the dental number as well. Sure. Let me help you with that. Uh, may I have please the name of the agency that you're working with and the last four of your Social? Uh, that's B-G-S-F and the last four of my Social is 9-6-9-6. Okay, Ms. Kimberly ■... Dixon. And just for security purposes ma'am, can you please verify your address and date of birth? My address is 4714 Central Avenue Northeast, Washington DC 219 for the

zip code and date of birth 1/18/84. Email king23dixon@yahoo.com? Yes. That's correct. Phone number 301-640-6298? Yes. Okay. Thank you very much. Give me just a minute. Let me get stuff in. I'm just waiting for the system. I'm sorry. Mm-hmm. Thank you. Okay. Your coverage just became active today. Mm-hmm. So today's when they start processing the policy number and ID cards. And the number must be ready between Wednesday and Thursday. But you don't need to give us a call back. I will give you a call once I send you the ID cards or once I get the information. Anyway, I gonna request for them to speed up if it is possible, which I don't know, but I'm gonna request it. Okay. But you said it should be ready by Wednesday? Between Th- yes, Wednesday, Thursday. Okay. All right. I will- I'll follow up then. Okay. Anyway, I, I will be giving you a call as well. Okay? Okay. Thank you. All right, ma'am. You're more than welcome. Anything else that I can help you with? That's it. All right. Thank you for calling Benefits in a Card. Have a wonderful day, ma'am. You too. Bye-bye. Thank you. Bye-bye.