

Transcript: Sara

Marulanda-6119744162938880-5551435969380352

Full Transcript

Thank you for calling, thank you for calling Benefits Unit Card. My name is Sarah. May I have your name, please? Um, Irma Esparicueta. Uh, I was calling in behalf of, um, Albert Esparicueta, my husband. Um, we had gotten insurance with you guys, uh, s- uh, probably like three weeks ago. And, um, I was wondering if... Are you guys supposed to mail us like a insurance card or how does that work? Okay. I would have to check if, if the account is already, uh, active. Oh. And then I'll be able to tell you if they, um... If they already sent the ID cards or how that work. But are you in the insurance with him? Am I what? Yes, I am. I am. Are you in the insurance with him? Yes. Okay. That's what that is. And may I have... Okay, may I have the name of the agency and the last four of your social- of his Social Security number? I'm sorry. Uh, the agency is called Focus. Focus Workforce Management. Okay. Uh, yes, in Emporia, Kansas. And then, um, his last four Social is 0789. Um, what is his name a- again? Alberto Esparicueta. And, uh, just for security purposes, can you please verify his address and date of birth? Uh, address is 902 Sylvan Street, Apartment 1B. And what else did you say? Um, the, his date of birth. Oh, uh, uh, February 15th, 1965. And is his email manguairy.pr@gmail.com? His what? His email. Email? Um, I think he used mine. It says M-A-N-G-U-I-R-Y.pr@gmail.com. Okay. Well, I guess that's the one he made. Sorry. Okay. And is his phone number 620-757-1996? Yes, correct. Okay. Yes, the coverage became active today, um, I'm sorry, this past Monday. And let me check for the ID card. Give me just a minute, please. Okay. Thank you. Mm, can I put you on hold for a minute while I download the information? Yes. Okay. Yeah. I'll be right back with you, ma'am. Thank you. Mm-hmm. Hello, Mrs. Brujueta? Yes. Thank you for waiting, ma'am. Okay, that be card will sent already to the, um, to the email on the account and, eh, you are allowed to use that one in the meantime while you, um, wait for the hard copy to arrive on the mail. Okay. Um, and I can, I can get it through the email you said or what? Okay. Yeah. I already send the ID card to the email address. Oh, did you? That's the exact copy of the original. Mm-hmm. So you can use the one, um, uh, was sent to the email in the meantime, while, uh, you receive the hard copy on the mail. Okay. And how, what was the email again 'cause I don't, uh, I don't know if he wrote it down or... It's an email. Mm-hmm. Okay. It's coming from info at Benefits in a Card and the email that, uh, was sent is manguiry.pr@gmail.com. Okay. And where, where did this email come from? Did, did you all make it for him or...? Come in... It's, it's coming from info at Benefits in a Card. Oh, okay. All righty then. Well, I guess I'll just check on their, um, phone and see if, if he got it and, and then... Okay, I think that should be... All righty then. All right. Thank you so much. Hmm, my pleasure. Uh, thank you for calling Benefits in a Card. Have a wonderful day. Mm-hmm. Bye-bye. Bye-bye.

Conversation Format

Speaker None: Thank you for calling, thank you for calling Benefits Unit Card. My name is Sarah. May I have your name, please? Um, Irma Esparicueta. Uh, I was calling in behalf of, um, Albert Esparicueta, my husband. Um, we had gotten insurance with you guys, uh, s- uh, probably like three weeks ago. And, um, I was wondering if... Are you guys supposed to mail us like a insurance card or how does that work? Okay. I would have to check if, if the account is already, uh, active. Oh. And then I'll be able to tell you if they, um... If they already sent the ID cards or how that work. But are you in the insurance with him? Am I what? Yes, I am. I am. Are you in the insurance with him? Yes. Okay. That's what that is. And may I have... Okay, may I have the name of the agency and the last four of your social- of his Social Security number? I'm sorry. Uh, the agency is called Focus. Focus Workforce Management. Okay. Uh, yes, in Emporia, Kansas. And then, um, his last four Social is 0789. Um, what is his name a- again? Alberto Esparicueta. And, uh, just for security purposes, can you please verify his address and date of birth? Uh, address is 902 Sylvan Street, Apartment 1B. And what else did you say? Um, the, his date of birth. Oh, uh, uh, February 15th, 1965. And is his email manguairy.pr@gmail.com? His what? His email. Email? Um, I think he used mine. It says M-A-N-G-U-I-R-Y.pr@gmail.com. Okay. Well, I guess that's the one he made. Sorry. Okay. And is his phone number 620-757-1996? Yes, correct. Okay. Yes, the coverage became active today, um, I'm sorry, this past Monday. And let me check for the ID card. Give me just a minute, please. Okay. Thank you. Mm, can I put you on hold for a minute while I download the information? Yes. Okay. Yeah. I'll be right back with you, ma'am. Thank you. Mm-hmm. Hello, Mrs. Brujueta? Yes. Thank you for waiting, ma'am. Okay, that be card will sent already to the, um, to the email on the account and, eh, you are allowed to use that one in the meantime while you, um, wait for the hard copy to arrive on the mail. Okay. Um, and I can, I can get it through the email you said or what? Okay. Yeah. I already send the ID card to the email address. Oh, did you? That's the exact copy of the original. Mm-hmm. So you can use the one, um, uh, was sent to the email in the meantime, while, uh, you receive the hard copy on the mail. Okay. And how, what was the email again 'cause I don't, uh, I don't know if he wrote it down or... It's an email. Mm-hmm. Okay. It's coming from info at Benefits in a Card and the email that, uh, was sent is manguiry.pr@gmail.com. Okay. And where, where did this email come from? Did, did you all make it for him or...? Come in... It's, it's coming from info at Benefits in a Card. Oh, okay. All righty then. Well, I guess I'll just check on their, um, phone and see if, if he got it and, and then... Okay, I think that should be... All righty then. All right. Thank you so much. Hmm, my pleasure. Uh, thank you for calling Benefits in a Card. Have a wonderful day. Mm-hmm. Bye-bye. Bye-bye.