

Transcript: Sara

Marulanda-6142495974965248-6100496429301760

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? Yeah. My name is Martha Soto. How may I help you? I'm calling because my insurance has been taken out of my check a couple weeks, maybe three, and I still don't have an insurance card. Okay. Let me check that for you. Can I have the name of the agency that you are working with and the last four of your social? I work for Crown, and my social, the last four is 2423. Thank you very much. Uh, just for security purposes, can you please verify your address and date of birth? My address is 123 Meadow Lane, North Vernon, Indiana 47265. Date of birth is 5-13-69. And is your email marthasotoford@yahoo.com? Yes, that's me. And is your phone number 317-560-9255? Yes. Thank you very much. Give me just a minute. I'm... Crown. I'm sorry. It's kind of slow. Okay. May I put you on hold just for a minute while I prepare the email to send you this ID card? Yes. All righty. I'll be right back then. So it's not the IC... It's not the IC... Hello. Ms. Soto? Yes. Hi. Thank you for waiting, ma'am. Okay. Um, can you check your email while we are on the phone? Okay. There must be an email from info@benefitsinacard. Yes. Okay. There is two PDF files on that email. One is the preventive care and medical ID card, and the other one is your hospital indemnity ID card. I already make a request for the ID cards to be sent to your mailing address. It may take two to three weeks for them to arrive, but in the meantime, just use the ones I send you. They're the exact copy of the original. Okay. Thank you. You're more than welcome. Other than that, ma'am, is there anything else that I can help you with? No. Thank you. Have a wonderful day and thank you for calling Benefits In A Card. You too. Bye-bye. Okay. You're welcome. 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? Yeah. My name is Martha Soto. How may I help you? I'm calling because my insurance has been taken out of my check a couple weeks, maybe three, and I still don't have an insurance card. Okay. Let me check that for you. Can I have the name of the agency that you are working with and the last four of your social? I work for Crown, and my social, the last four is 2423. Thank you very much. Uh, just for security purposes, can you please verify your address and date of birth? My address is 123 Meadow Lane, North Vernon, Indiana 47265. Date of birth is 5-13-69. And is your email marthasotoford@yahoo.com? Yes, that's me. And is your phone number 317-560-9255? Yes. Thank you very much. Give me just a minute. I'm... Crown. I'm sorry. It's kind of slow. Okay. May I put you on hold just for a minute while I

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