

## Transcript: Sara

**Marulanda-6161572955111424-6125615648292864**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Hi, Sarah. My name is Brittany Bodmer. Hello, Ms. Bodmer. How may I help you? Um, I have not gotten my card yet o- uh, that has all my information, and I have a medical appointment coming up, so they are gonna need my new insurance information. Okay. I was hoping you could help me get that. Sure, ma'am. Can I have name? Sure, I can help you with that. Oh. May I have the name of the agency for, of your social, please? Um, my agency that I work for is Oxford and my social is, um, hold on. I have to, like, say it out loud in my head. 3124 . 3124, you say? Yes. And the last name again? My last name is Bodmer. B-O-D- Oh. ... M as in Mike, E-R. Okay. We got that, thank you. And, uh, just for security purposes, can you please provide us with your address and date of birth? Um, my address is 440 Hayes Road, Rensselaer, New York, 12144 . And my date of birth is May 27th, 1997. Okay, you say 440D as in delta? 440, so four, four, zero. Oh, okay. 440. Yeah. Okay, I got you. Thank you very much. Yep. I need your email, Brittany.Bodmer@Regeneron@... Regeneron.com? Yes, that one works. I need your phone number, 518-698-2197? Yes. Thank you very much, ma'am. Okay. May I put you on hold for a minute while I download y- your information? Yes. Okay. I'll be right back with you. Please don't disconnect the call. Thank you. You're more than welcome. Hello, Ms. Bodmer? Yes. Thank you for waiting, ma'am. Can you check your email while we are on the phone? Uh, yeah. Okay. Would it be the brittanybodmer@regeneron? Um, yes. Okay. Brittany.Bodmer@regeneron.com. I have not received anything. You must be looking for an email from info@benefitsinacard. Can you check on your, um, like, spam folder? Yeah . Uh... Who is it from again? Info@benefitsinacard. Benefitsinacard . I'm not seeing anything. Okay. Uh, can we try another email? Yes. Which one is that? It's, um, my full name, so Brittany- Your what, I'm sorry? Okay. My full name. Brittany, B-R-I-T-T-A-N-Y, Ann, A-N-N-... bodner, B-O-D, M as in Mike, D-R, @gmail.com. Okay. Let me send it over there. Give me just a minute. Thank you. You're welcome. Wait, give me just a minute. It's okay. It is too slow. Okay. I just sent it. Let's give it a minute. Okay. Usually takes like a minute before it shows up in your system. Okay. I, I see them. Okay. This one's sent. You got it? Okay. Perfect. Yeah. I've got it. Yeah. So there is two, two PDF files there. Uh, one is your dental and the other one is your medical. Okay. So do you have any other questions for us, ma'am? Uh-huh. Let me just read through it really quick. PDF file and ID cards. So if I click the link, it takes me to it. Oh. I'll make sure I know how to get there properly before I lose you here. So, okay. I see. I found the PDF. Okay. Okay. Perfect. Okay, ma'am. Okay. Thank you so much. So anything that I can help you with? Um, that should be it. All righty. So have a wonderful day and thank you for calling Benefits in a Cart. Thank you. You too. Mm-hmm. Thank you. Mm-hmm. Bye-bye. Mm-hmm.

## Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes.

Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please?

Hi, Sarah. My name is Brittany Bodmer. Hello, Ms. Bodmer. How may I help you? Um, I have not gotten my card yet o- uh, that has all my information, and I have a medical appointment coming up, so they are gonna need my new insurance information. Okay. I was hoping you could help me get that. Sure, ma'am. Can I have name? Sure, I can help you with that. Oh. May I have the name of the agency for, of your social, please? Um, my agency that I work for is Oxford and my social is, um, hold on. I have to, like, say it out loud in my head. 3124 . 3124, you say? Yes. And the last name again? My last name is Bodmer. B-O-D- Oh. ... M as in Mike, E-R. Okay. We got that, thank you. And, uh, just for security purposes, can you please provide us with your address and date of birth? Um, my address is 440 Hayes Road, Rensselaer, New York, 12144 . And my date of birth is May 27th, 1997. Okay, you say 440D as in delta? 440, so four, four, zero. Oh, okay. 440. Yeah. Okay, I got you. Thank you very much. Yep. I need your email, Brittany.Bodmer@Regeneron@... Regeneron.com? Yes, that one works. I need your phone number, 518-698-2197? Yes. Thank you very much, ma'am. Okay. May I put you on hold for a minute while I download y- your information? Yes. Okay. I'll be right back with you. Please don't disconnect the call. Thank you. You're more than welcome. Hello, Ms. Bodmer? Yes. Thank you for waiting, ma'am. Can you check your email while we are on the phone? Uh, yeah. Okay. Would it be the brittanybodmer@regeneron? Um, yes. Okay. Brittany.Bodmer@regeneron.com. I have not received anything. You must be looking for an email from info@benefitsinacard. Can you check on your, um, like, spam folder? Yeah . Uh... Who is it from again? Info@benefitsinacard. Benefitsinacard . I'm not seeing anything. Okay. Uh, can we try another email? Yes. Which one is that? It's, um, my full name, so Brittany- Your what, I'm sorry? Okay. My full name. Brittany, B-R-I-T-T-A-N-Y, Ann, A-N-N-... bodner, B-O-D, M as in Mike, D-R, @gmail.com. Okay. Let me send it over there. Give me just a minute. Thank you. You're welcome. Wait, give me just a minute. It's okay. It is too slow. Okay. I just sent it. Let's give it a minute. Okay. Usually takes like a minute before it shows up in your system. Okay. I, I see them. Okay. This one's sent. You got it? Okay. Perfect. Yeah. I've got it. Yeah. So there is two, two PDF files there. Uh, one is your dental and the other one is your medical. Okay. So do you have any other questions for us, ma'am? Uh-huh. Let me just read through it really quick. PDF file and ID cards. So if I click the link, it takes me to it. Oh. I'll make sure I know how to get there properly before I lose you here. So, okay. I see. I found the PDF. Okay. Okay. Perfect. Okay, ma'am. Okay. Thank you so much. So anything that I can help you with? Um, that should be it. All righty. So have a wonderful day and thank you for calling Benefits in a Cart. Thank you. You too. Mm-hmm. Thank you. Mm-hmm. Bye-bye. Mm-hmm.