

## Transcript: Sara

**Marulanda-6168635474362368-5850287800762368**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Sorry, what'd you say? Thank you for calling Benefits in a Card. My name is Sarah. Who am I speaking with? Uh, you're speaking with Sean Johnson. Sir, how may I help- I have an insurance number, you guys. Okay. I have insurance with you guys. I just, I was wondering if I can get a, a card. Okay, sure. I can help you with that. May I have the name of the agency and the last four of your Social? Um, with, I'm from Partners Personnel, and um, the last four are 5046. Five, zero, six... Sean Johnson, and just for security purposes, can you please verify your address and date of birth? 746 Lake Jackson Street, to... And for my date of birth, it's 2006, January 25th. Okay. What is the date of birth again? What did you say? Okay. Can you repeat the date of birth for me please? Yeah. 2006, January 25th. Okay, thank you. Email, seanjohnson... johnson554@gmail.com? Yep, seanjohnson554@gmail.com. Em, uh, phone number 319-795-9288? Yes, ma'am. Okay, sir. So let me put you in a hold for a brief moment, uh, while I download your ID cards, okay? I'm gonna send them to your email. All right, thank you. Okay. I'll be right back with you. Please don't disconnect the call. I'm trying to grow an agent, I'm running an insurance through Partners. Sorry, I'm growing an agent, I'm running an insurance through Partners. Well, for the last three weeks they've been taking stuff out of it, and after the first time it was when it was actually... First time I called about 18:00 trying to call 'em the reason why it hasn't activated yet. I'm like, "Dude, I just want my card." So I got back, this time they put me on a call with someone with a Indian accent, and on that I had like double digits drawn. So I was like, "Should I really state my insurance number?" And I know this isn't the right number, so I'm looking into... And it's a... But mom's like, "Should I really contain my last four of my SSN number right now?" Oh. No, it's gone. How much do I owe? Okay, we're just moving the insurance down a little bit more. That's what I'm quarterly paying for it now. And they, it was ... After, the first time they told me it wasn't getting out, at first it was supposed to be activated. They're like, "Oh, no. You gotta wait till the next week after they start taking money out to activate it." I'm like, "All right." Call them the next week, they're like, "Uh, yeah, it hasn't activated yet." I'm like... Oh, you did say 7046- Yeah. 7046- Yeah. Yeah. How much do you... Yeah. Uh... She's probably the person down there at the headquarters. Woo. Johnson? Johnson, Johnson is the last name. Yeah, hello? Thank you for waiting, sir. Okay. I already sent you the Vision ID card. The medical ID card is not downloading in the system at this moment, so I will have to contact the main office for it. As soon as I get it back, um, when they fix that issue for us, uh, to download the card, I will send it to you, and I will, uh, give you a call to notify you. Okay? Uh, thank you. You're more than welcome. Anything else that I can help you with? Um, no, that's it. All righty, sir. Thank you for calling Benefits in a Card. Have a wonderful day. Uh, you too. Thank you, and bye-

## Conversation Format

Speaker None: Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Sorry, what'd you say? Thank you for calling Benefits in a Card. My name is Sarah. Who am I speaking with? Uh, you're speaking with Sean Johnson. Sir, how may I help- I have an insurance number, you guys. Okay. I have insurance with you guys. I just, I was wondering if I can get a, a card. Okay, sure. I can help you with that. May I have the name of the agency and the last four of your Social? Um, with, I'm from Partners Personnel, and um, the last four are 5046. Five, zero, six... Sean Johnson, and just for security purposes, can you please verify your address and date of birth? 746 Lake Jackson Street, to... And for my date of birth, it's 2006, January 25th. Okay. What is the date of birth again? What did you say? Okay. Can you repeat the date of birth for me please? Yeah. 2006, January 25th. Okay, thank you. Email, seanjohnson... johnson554@gmail.com? Yep, seanjohnson554@gmail.com. Em, uh, phone number 319-795-9288? Yes, ma'am. Okay, sir. So let me put you in a hold for a brief moment, uh, while I download your ID cards, okay? I'm gonna send them to your email. All right, thank you. Okay. I'll be right back with you. Please don't disconnect the call. I'm trying to grow an agent, I'm running an insurance through Partners. Sorry, I'm growing an agent, I'm running an insurance through Partners. Well, for the last three weeks they've been taking stuff out of it, and after the first time it was when it was actually... First time I called about 18:00 trying to call 'em the reason why it hasn't activated yet. I'm like, "Dude, I just want my card." So I got back, this time they put me on a call with someone with a Indian accent, and on that I had like double digits drawn. So I was like, "Should I really state my insurance number?" And I know this isn't the right number, so I'm looking into... And it's a... But mom's like, "Should I really contain my last four of my SSN number right now?" Oh. No, it's gone. How much do I owe? Okay, we're just moving the insurance down a little bit more. That's what I'm quarterly paying for it now. And they, it was ... After, the first time they told me it wasn't getting out, at first it was supposed to be activated. They're like, "Oh, no. You gotta wait till the next week after they start taking money out to activate it." I'm like, "All right." Call them the next week, they're like, "Uh, yeah, it hasn't activated yet." I'm like... Oh, you did say 7046- Yeah. 7046- Yeah. Yeah. How much do you... Yeah. Uh... She's probably the person down there at the headquarters. Woo. Johnson? Johnson, Johnson is the last name. Yeah, hello? Thank you for waiting, sir. Okay. I already sent you the Vision ID card. The medical ID card is not downloading in the system at this moment, so I will have to contact the main office for it. As soon as I get it back, um, when they fix that issue for us, uh, to download the card, I will send it to you, and I will, uh, give you a call to notify you. Okay? Uh, thank you. You're more than welcome. Anything else that I can help you with? Um, no, that's it. All righty, sir. Thank you for calling Benefits in a Card. Have a wonderful day. Uh, you too. Thank you, and bye-