

## **Transcript: VICTORIA**

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### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, my name is Dania. I'm calling because I applied for the benefits, um, I think of last month. But I was just wondering, um, how would I know, like, who I can go to for, um, like, medical? Okay. Um, so for medical providers, you can either go onto the website, Multiplan.com, or you can call Multiplan, and they can actually help you find a provider. Okay, and does that go as well for dental? Dental is a little bit different. Um, let's see. Let me pull up the information. Have you not received your ID cards? No. Okay. I got an email saying that I did it already, but I didn't... haven't received anything. Let me pull up your file. What's the name of your employer? Um,....., but I did it through an agency, so I don't know if it's through them. Yeah, I'm sorry. What's the name of your staffing agency? It's, uh, s-... Personnel Partners. Personnel? And the last four of your Social? 0893. Okay. And your first and last name? Dania Call. All right. Do you mind verifying your address and date of birth? Yeah. It's 508 East Florence Avenue in Mojave, California 90631, and date of birth, 09-23-98. All right. Phone number 562-631-4487? Yes. And then email is gonna be first and last name, 96@gmail.com? Yes. Okay. I can actually look up your ID cards really quick, and then, uh, send those to your email with instructions on how to find, uh, providers for medical and dental. Okay. Um, give me just a few seconds. I'm gonna put you on a brief hold while I do that. Okay, sounds good. All righty, thank you so much for holding. So I just sent that to your email. Okay. Let me just double-check..... Uh, what would it be under? Um, it would be coming from the email address info@benefitsandacard.com. Hmm. I haven't received it yet, but I'm pretty sure it's just gonna take a while. All right, one moment. Let me just make sure I got the right email, um, that it's spelled correctly. So I have D-A-N-I-A C-A-L-L 96@gmail.com? Yes, correct. Okay. Yeah, it might just take a few minutes. Um, I know sometimes it might go into your junk or spam folder, um, so check there too. But you should definitely get it. Okay. I'll go ahead and just double-check all that info when it comes through. Okay, sure. Was there anything else you might need help with? No, that was just it. Okay. You have a wonderful day. You too. Bye. Thank you. Bye. Bye-bye. Thank you. Thank you. Buh-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Hi, my name is Dania. I'm calling because I applied for the benefits, um, I think of last month. But I was just wondering, um, how would I know, like, who I can go to for,

um, like, medical?

Speaker speaker\_0: Okay. Um, so for medical providers, you can either go onto the website, Multiplan.com, or you can call Multiplan, and they can actually help you find a provider.

Speaker speaker\_1: Okay, and does that go as well for dental?

Speaker speaker\_0: Dental is a little bit different. Um, let's see. Let me pull up the information. Have you not received your ID cards?

Speaker speaker\_1: No.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I got an email saying that I did it already, but I didn't... haven't received anything.

Speaker speaker\_0: Let me pull up your file. What's the name of your employer?

Speaker speaker\_1: Um,....., but I did it through an agency, so I don't know if it's through them.

Speaker speaker\_0: Yeah, I'm sorry. What's the name of your staffing agency?

Speaker speaker\_1: It's, uh, s-... Personnel Partners.

Speaker speaker\_0: Personnel? And the last four of your Social?

Speaker speaker\_1: 0893.

Speaker speaker\_0: Okay. And your first and last name?

Speaker speaker\_1: Dania Call.

Speaker speaker\_0: All right. Do you mind verifying your address and date of birth?

Speaker speaker\_1: Yeah. It's 508 East Florence Avenue in Mojave, California 90631, and date of birth, 09-23-98.

Speaker speaker\_0: All right. Phone number 562-631-4487?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And then email is gonna be first and last name, 96@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. I can actually look up your ID cards really quick, and then, uh, send those to your email with instructions on how to find, uh, providers for medical and dental.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, give me just a few seconds. I'm gonna put you on a brief hold while I do that.

Speaker speaker\_1: Okay, sounds good.

Speaker speaker\_0: All righty, thank you so much for holding. So I just sent that to your email.

Speaker speaker\_1: Okay. Let me just double-check..... Uh, what would it be under?

Speaker speaker\_0: Um, it would be coming from the email address info@benefitsandacard.com.

Speaker speaker\_1: Hmm. I haven't received it yet, but I'm pretty sure it's just gonna take a while. All right, one moment.

Speaker speaker\_0: Let me just make sure I got the right email, um, that it's spelled correctly. So I have D-A-N-I-A C-A-L-L 96@gmail.com?

Speaker speaker\_1: Yes, correct.

Speaker speaker\_0: Okay. Yeah, it might just take a few minutes. Um, I know sometimes it might go into your junk or spam folder, um, so check there too. But you should definitely get it.

Speaker speaker\_1: Okay. I'll go ahead and just double-check all that info when it comes through.

Speaker speaker\_0: Okay, sure. Was there anything else you might need help with?

Speaker speaker\_1: No, that was just it.

Speaker speaker\_0: Okay. You have a wonderful day.

Speaker speaker\_1: You too. Bye.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Bye.

Speaker speaker\_0: Bye-bye.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Thank you. Buh-bye.