

Transcript: VICTORIA

Taylor-5492982903652352-4827600933011456

Full Transcript

Thank you for calling Benefit Center Card. This is Victoria. How can I help you? Um, hello. I just, uh, I know I, I got my benefits activated and I would just like to know, like, all of the information and how I can schedule an appointment. Okay. Um, I- let me pull up your file. What's the name of the agency you work for? Uh, Surge Staffing. I didn't get, like, an email or anything. I was just told that my benefits are active now, so I just need all the info. Okay. And the last four of your Social? 6973. All right. And your first and last name? Stephanie Delgado. Gotcha. Do you mind verifying your address and date of birth? 3304 KEMP Street and 4/28/2000. For the address, the city is North Las Vegas, state is Nevada, zip code is 89032? Yes, correct. Phone number is 888-6273? Correct. Okay. And then your email is gonna be four X's, S-T-E-P-H50@gmail.com? Yes, correct. Okay. Yeah, so I'm not sure why you haven't received the ID card. You should have by now. I can send you, um, a copy to your email if you'd like, though. Yes, I would really appreciate that. And then, so from the, on the card, it will have a phone number and then I can go make an appointment with that? Um, so I'll include instructions on how to find providers in-network within the body of the email and I'll highlight it. Okay. Yes, of course. Okay, give me just a few seconds. Let me look that up and I will be right back. Okay. Thank you so much. Yes, ma'am. All righty. Thank you so much for holding. So I just sent that to your email. You should get it here in a few seconds. And then also just to verify, um, do you live in an apartment? A house. I rent a room. Oh. Okay. I just know sometimes if we don't have an apartment number, that might be why you didn't get the ID card, but I'm not sure why you didn't get it. Um, I will go ahead- I will probably check the mail just in case. Okay. Um, yeah, if... So what I would do is just double check. If you still don't see anything, call us back and we can, um, put in a request to have it mailed out to you again. But, uh- Okay. Thank you so much. ... the digital copy... You're welcome. The digital copy, you should be able to use like normal in the meantime. Great. Thank you so much. I appreciate your help. Yes, ma'am. You have a wonderful day. Thank you. Goodbye. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit Center Card. This is Victoria. How can I help you?

Speaker speaker_1: Um, hello. I just, uh, I know I, I got my benefits activated and I would just like to know, like, all of the information and how I can schedule an appointment.

Speaker speaker_0: Okay. Um, I- let me pull up your file. What's the name of the agency you work for?

Speaker speaker_1: Uh, Surge Staffing. I didn't get, like, an email or anything. I was just told that my benefits are active now, so I just need all the info.

Speaker speaker_0: Okay. And the last four of your Social?

Speaker speaker_1: 6973.

Speaker speaker_0: All right. And your first and last name?

Speaker speaker_1: Stephanie Delgado.

Speaker speaker_0: Gotcha. Do you mind verifying your address and date of birth?

Speaker speaker_1: 3304 KEMP Street and 4/28/2000.

Speaker speaker_0: For the address, the city is North Las Vegas, state is Nevada, zip code is 89032?

Speaker speaker_1: Yes, correct.

Speaker speaker_0: Phone number is 888-6273?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. And then your email is gonna be four X's, S-T-E-P-H50@gmail.com?

Speaker speaker_1: Yes, correct.

Speaker speaker_0: Okay. Yeah, so I'm not sure why you haven't received the ID card. You should have by now. I can send you, um, a copy to your email if you'd like, though.

Speaker speaker_1: Yes, I would really appreciate that. And then, so from the, on the card, it will have a phone number and then I can go make an appointment with that?

Speaker speaker_0: Um, so I'll include instructions on how to find providers in-network within the body of the email and I'll highlight it.

Speaker speaker_1: Okay. Yes, of course.

Speaker speaker_0: Okay, give me just a few seconds. Let me look that up and I will be right back.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: Yes, ma'am. All righty. Thank you so much for holding. So I just sent that to your email. You should get it here in a few seconds. And then also just to verify, um, do you live in an apartment?

Speaker speaker_1: A house. I rent a room.

Speaker speaker_0: Oh. Okay. I just know sometimes if we don't have an apartment number, that might be why you didn't get the ID card, but I'm not sure why you didn't get it. Um, I will go ahead-

Speaker speaker_1: I will probably check the mail just in case.

Speaker speaker_0: Okay. Um, yeah, if... So what I would do is just double check. If you still don't see anything, call us back and we can, um, put in a request to have it mailed out to you again. But, uh-

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: ... the digital copy... You're welcome. The digital copy, you should be able to use like normal in the meantime.

Speaker speaker_1: Great. Thank you so much. I appreciate your help.

Speaker speaker_0: Yes, ma'am. You have a wonderful day.

Speaker speaker_1: Thank you. Goodbye.

Speaker speaker_0: Thank you. Bye-bye.