

## Transcript: VICTORIA

**Taylor-6220825655820288-4945392704471040**

### Full Transcript

Thank you for calling Benefit CenterCard. This is Victoria. Can I help you? I'm calling because, um, I wanted to know, um, if my insurance cards have been mailed out and then if they haven't, I just wanted to know if there are ways for me to get them digitally so I can start to use my benefits? Okay. What's the name of the agency you work for? I'm sorry? The name of the agency you work for? Site, uh, Site Staffing. Okay. And the last four of your Social? Uh, number 9488. Okay. And your first and last name? Uh, Carol Perez. Uh, how do you spell your last name? P-E-R-E-Z. Okay. We're just missing the R. Um, and do you mind verifying your address and date of birth? Um, 1300 East Kane, with a K, Place, Apartment 1809, Milwaukee, Wisconsin 53202, 11681. All right. Phone number 808-766-5266. I'm sorry? Phone number is 808-766-5266. That is correct. Okay. And then email is ms.caprez uh... Or I'm sorry, caperez@icloud.com. Correct. Okay. So, it looks like your coverage just became active today. Um, so your policy information and ID cards, it typically takes about seven to 10 business days to get those. Right now they're in the process of being made so I do not have access to the ID cards to send them to you at the moment. Um, if you want to try and call back Thursday or Friday of this week, we should be able to have access to the actual ID cards to email them to you. Okay. If you did, if you did email them, does that mean that you will still send a physical card? Yeah. So the ID cards are typically mailed to you within seven to 10 business days. Now the medical, the insurance company doesn't mail the ID card out for that, they send it to your email, but the dental and the vision you will get by mail. Okay. Okay. Thank you. You're welcome. Did you need help with anything else? Um, nope, that'll be all. Okay. You have a wonderful day. You too. Bye. Thank you. Bye.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefit CenterCard. This is Victoria. Can I help you?

Speaker speaker\_1: I'm calling because, um, I wanted to know, um, if my insurance cards have been mailed out and then if they haven't, I just wanted to know if there are ways for me to get them digitally so I can start to use my benefits?

Speaker speaker\_0: Okay. What's the name of the agency you work for?

Speaker speaker\_1: I'm sorry?

Speaker speaker\_0: The name of the agency you work for?

Speaker speaker\_1: Site, uh, Site Staffing.

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

Speaker speaker\_1: Uh, number 9488.

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

Speaker speaker\_1: Uh, Carol Perez.

Speaker speaker\_0: Uh, how do you spell your last name?

Speaker speaker\_1: P-E-R-E-Z.

Speaker speaker\_0: Okay. We're just missing the R. Um, and do you mind verifying your address and date of birth?

Speaker speaker\_1: Um, 1300 East Kane, with a K, Place, Apartment 1809, Milwaukee, Wisconsin 53202, 11681.

Speaker speaker\_0: All right. Phone number 808-766-5266.

Speaker speaker\_1: I'm sorry?

Speaker speaker\_0: Phone number is 808-766-5266.

Speaker speaker\_1: That is correct.

Speaker speaker\_0: Okay. And then email is ms.caprez uh... Or I'm sorry, caperez@icloud.com.

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. So, it looks like your coverage just became active today. Um, so your policy information and ID cards, it typically takes about seven to 10 business days to get those. Right now they're in the process of being made so I do not have access to the ID cards to send them to you at the moment. Um, if you want to try and call back Thursday or Friday of this week, we should be able to have access to the actual ID cards to email them to you.

Speaker speaker\_1: Okay. If you did, if you did email them, does that mean that you will still send a physical card?

Speaker speaker\_0: Yeah. So the ID cards are typically mailed to you within seven to 10 business days. Now the medical, the insurance company doesn't mail the ID card out for that, they send it to your email, but the dental and the vision you will get by mail.

Speaker speaker\_1: Okay. Okay. Thank you.

Speaker speaker\_0: You're welcome. Did you need help with anything else?

Speaker speaker\_1: Um, nope, that'll be all.

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

Speaker speaker\_1: You too. Bye.

Speaker speaker\_0: Thank you. Bye.