

## Transcript: Estefania

**Acevedo-4539478650306560-6730749791879168**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi. I believe I've just gotten enrolled, uh, Friday or Thursday through Lingo Staffing and, uh, I'm, I'm logged into the portal on their website and it's not saying that there are digital cards available, or it says rather they're- they're not available yet. Okay, um- And I'm trying to schedule an appointment and I need this number. So I can- so I can check to see if you're active already. Um, you said Lingo? Okay. Yes. And then, what is the last four of your Social? 7836. And your first and last name? Daniel Burris. For security purposes, can you verify your address and date of birth? 595 Treeside Drive, um, 17885. And then what was that city and state? Oh, I'm sorry. Akron, Ohio. Thank you, so 234- 44313. Okay, I have 234-788-5921 as your phone number. Correct. Okay. And then, um, businessburris@gmail.com and peacekeeperdan@gmail.com. Correct. Is that up-to-date? Also correct. Yep. Okay. Yeah. Okay, so if you want, I can honestly go ahead and send them to your email. Um, do you prefer a certain one over the other, or do you want me to send it- Uh- ... to both? Uh, peacekeeperdan, please. Okay. And then I was gonna tell you that you're gonna get dental and vision probably this week, by the end of the week. Um, and then for your VIP Classic, which is your medical card, normally that one they don't mail it out to you. So if you do want a physical one, I do have to put in a request. Do you want me to do that? Uh, yes, please. Okay. And then, so you should get dental and vision first though. Um, so I'm gonna go ahead and email you your three cards in the meantime and put that request in. Okay. Can I go ahead and put you- Appreciate it. ... in a brief hold while I do that? Yes. Okay. And then, I'm sorry, you said pieces keeper Dan, right? Or did you say the other one? Uh, no, peacekeeperdan. Okay. I'm gonna put you in a brief hold real quick. Thank you. Okay, sir. Do you mind, um, checking your email to see if you received the cards? And I went ahead and requested your VIP card to, to be mailed out to you as well. Yeah, all right. Uh, one moment. Nothing yet. Who's it coming from? I'll check my spam. Oh, actually gimme one second. My thing must have not sent it. I'll check the other one too. Yeah, it's, it's my system. Gimme one second, let me email that again. Okay. Do you mind checking your email please? Uh-huh. Okay, now I have it. Okay. And then that should have your vision, um, the one that's your medical is gonna say APL, and then your dental one's gonna say Carentan on the left-hand side. On the left-hand side? Yes. I believe so. Carentan and then it's gonna say American Public Life, 'cause that's, that's the carrier. But the one that says Carentan is for general. Actually no- No, um- Yeah, right-hand side. Top right-hand side. Two of them say, two of them say APL. So I'm not totally- But when it says... But only one says Carentan. Same carrier, just the network for the, um, dental is different. Gonna say Carentan Solutions on the left-hand side. Okay. Yeah, I had to open it up to see it. Okay. All right. Did you need anything else from me? So you should be getting- Uh, nope. ... your card shortly. Dental and vision are gonna come first though, 'cause I

just requested the medical one today. All right. Thank you very much. Yeah, that'll get me started. All right. Well, I hope you have a great day. Thank you. You too. Bye. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hi. I believe I've just gotten enrolled, uh, Friday or Thursday through Lingo Staffing and, uh, I'm, I'm logged into the portal on their website and it's not saying that there are digital cards available, or it says rather they're- they're not available yet.

Speaker speaker\_0: Okay, um-

Speaker speaker\_1: And I'm trying to schedule an appointment and I need this number.

Speaker speaker\_0: So I can- so I can check to see if you're active already. Um, you said Lingo?

Speaker speaker\_1: Okay. Yes.

Speaker speaker\_0: And then, what is the last four of your Social?

Speaker speaker\_1: 7836.

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

Speaker speaker\_1: Daniel Burris.

Speaker speaker\_0: For security purposes, can you verify your address and date of birth?

Speaker speaker\_1: 595 Treeside Drive, um, 17885.

Speaker speaker\_0: And then what was that city and state?

Speaker speaker\_1: Oh, I'm sorry. Akron, Ohio.

Speaker speaker\_0: Thank you, so 234-

Speaker speaker\_1: 44313.

Speaker speaker\_0: Okay, I have 234-788-5921 as your phone number.

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. And then, um, businessburris@gmail.com and peacekeeperdan@gmail.com.

Speaker speaker\_1: Correct.

Speaker speaker\_0: Is that up-to-date?

Speaker speaker\_1: Also correct. Yep.

Speaker speaker\_0: Okay. Yeah. Okay, so if you want, I can honestly go ahead and send them to your email. Um, do you prefer a certain one over the other, or do you want me to send it-

Speaker speaker\_1: Uh-

Speaker speaker\_0: ... to both?

Speaker speaker\_1: Uh, peacekeeperdan, please.

Speaker speaker\_0: Okay. And then I was gonna tell you that you're gonna get dental and vision probably this week, by the end of the week. Um, and then for your VIP Classic, which is your medical card, normally that one they don't mail it out to you. So if you do want a physical one, I do have to put in a request. Do you want me to do that?

Speaker speaker\_1: Uh, yes, please.

Speaker speaker\_0: Okay. And then, so you should get dental and vision first though. Um, so I'm gonna go ahead and email you your three cards in the meantime and put that request in.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Can I go ahead and put you-

Speaker speaker\_1: Appreciate it.

Speaker speaker\_0: ... in a brief hold while I do that?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And then, I'm sorry, you said pieces keeper Dan, right? Or did you say the other one?

Speaker speaker\_1: Uh, no, peacekeeperdan.

Speaker speaker\_0: Okay. I'm gonna put you in a brief hold real quick.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Okay, sir. Do you mind, um, checking your email to see if you received the cards? And I went ahead and requested your VIP card to, to be mailed out to you as well.

Speaker speaker\_2: Yeah, all right. Uh, one moment. Nothing yet. Who's it coming from? I'll check my spam.

Speaker speaker\_0: Oh, actually gimme one second. My thing must have not sent it.

Speaker speaker\_2: I'll check the other one too.

Speaker speaker\_0: Yeah, it's, it's my system. Gimme one second, let me email that again. Okay. Do you mind checking your email please?

Speaker speaker\_2: Uh-huh. Okay, now I have it.

Speaker speaker\_0: Okay. And then that should have your vision, um, the one that's your medical is gonna say APL, and then your dental one's gonna say Carentan on the left-hand side.

Speaker speaker\_2: On the left-hand side?

Speaker speaker\_0: Yes. I believe so. Carentan and then it's gonna say American Public Life, 'cause that's, that's the carrier. But the one that says Carentan is for general. Actually no-

Speaker speaker\_2: No, um-

Speaker speaker\_0: Yeah, right-hand side. Top right-hand side.

Speaker speaker\_2: Two of them say, two of them say APL. So I'm not totally-

Speaker speaker\_0: But when it says... But only one says Carentan. Same carrier, just the network for the, um, dental is different. Gonna say Carentan Solutions on the left-hand side.

Speaker speaker\_2: Okay. Yeah, I had to open it up to see it. Okay.

Speaker speaker\_0: All right. Did you need anything else from me? So you should be getting-

Speaker speaker\_2: Uh, nope.

Speaker speaker\_0: ... your card shortly. Dental and vision are gonna come first though, 'cause I just requested the medical one today.

Speaker speaker\_2: All right. Thank you very much. Yeah, that'll get me started.

Speaker speaker\_0: All right. Well, I hope you have a great day.

Speaker speaker\_2: Thank you. You too.

Speaker speaker\_0: Bye.

Speaker speaker\_2: Bye-bye.