

## **Transcript: Estefania**

**Acevedo-4618004690419712-6350142401986560**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hello. So, I just called and got copies of my dental and vision cards, and they... You guys sent me, um, some numbers to call or check their list of providers. Mm-hmm. For the vision, I called and they said they had no, um, like, I wasn't listed under any coverage, I didn't have coverage at all. I can check. And that's like... Yeah, 'cause I'm trying to find the providers and I'm not able to do that. Okay. Yeah. I can check for you. What staffing agency do you work for? WorkSmart Staffing. And then what are the last four of your Social? 1966. For security purposes, can you verify your address and date of birth? It's 25 Pelham Road, Apartment 237, Greenville, South Carolina, 29615, and my date of birth is 03-05-2002. It's -710-9909 your phone number? Yes. And then I have your first initial of your name, last name, 7272 at gmail.com. Is that up to date? Yeah. Okay. Um, can I put you in a brief hold while I give the carrier a call? Yeah. Okay. And I'll be right back. Okay. I'm sorry. Um, what's your first and last name? Corbin Devil. Okay. And then you said your, your address was 25 Pelham Road, Apartment 237, Greenville, South Carolina, 296215, 03-05-2002? Yeah. Okay. Thank you. Give me one second. Mm-hmm. And then your social, can you verify it for me? Three, zero, nine, two, five, and nine sixes. Okay. Thank you. Give me one second. Do I still have you on the line? Yes. Yes? Okay. So for your, um, dental plan, I am seeing you active, and I am finding your card. Um, you're probably calling the wrong provider number for dental, but I am gonna send out the vision one. And then if you want, I can go ahead and send you your dental card, um, on that- You guys just sent it to me. ... email that I'm gonna send you. That's the reason I called is because you guys sent me that number. You guys just sent it to me, like, an hour ago. Okay. Let me go ahead and- And I tried to register online. It said there was no, there's no active account or whatever. There was no coverage as well for the dental. Okay. Give me one second. Let me check what number. What number did you call? I called 800-290-0526. Okay. Okay. Give me one second then. I'm sorry. I'm still working on it. I'm currently on hold, okay? I just wanted to let you know. Okay. Um, I actually have to get ready for work, so if you wanna just send the vision over, I can go ahead and deal with the dental later. Okay. That's fine. Um, your card? No. I mean, if you wanna just let them know that there's an issue with it. With the vision? I'll just- Okay. Yes, ma'am. All right. I'll be sending that email over. Okay. Thank you. You're welcome. And then is this a good contact number? Yeah. Okay. Thank you. All right. Well, I hope you have a great day. Thank you.

### **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: Hello. So, I just called and got copies of my dental and vision cards, and they... You guys sent me, um, some numbers to call or check their list of providers.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: For the vision, I called and they said they had no, um, like, I wasn't listed under any coverage, I didn't have coverage at all.

Speaker speaker\_0: I can check.

Speaker speaker\_1: And that's like... Yeah, 'cause I'm trying to find the providers and I'm not able to do that.

Speaker speaker\_0: Okay. Yeah. I can check for you. What staffing agency do you work for?

Speaker speaker\_1: WorkSmart Staffing.

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

Speaker speaker\_1: 1966.

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

Speaker speaker\_1: It's 25 Pelham Road, Apartment 237, Greenville, South Carolina, 29615, and my date of birth is 03-05-2002.

Speaker speaker\_0: It's -710-9909 your phone number?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And then I have your first initial of your name, last name, 7272 at gmail.com. Is that up to date?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. Um, can I put you in a brief hold while I give the carrier a call?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. And I'll be right back.

Speaker speaker\_1: Okay.

Speaker speaker\_0: I'm sorry. Um, what's your first and last name?

Speaker speaker\_1: Corbin Devil.

Speaker speaker\_0: Okay. And then you said your, your address was 25 Pelham Road, Apartment 237, Greenville, South Carolina, 296215, 03-05-2002?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. Thank you. Give me one second.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: And then your social, can you verify it for me?

Speaker speaker\_3: Three, zero, nine, two, five, and nine sixes.

Speaker speaker\_2: Okay. Thank you. Give me one second.

Speaker speaker\_0: Do I still have you on the line?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Yes? Okay. So for your, um, dental plan, I am seeing you active, and I am finding your card. Um, you're probably calling the wrong provider number for dental, but I am gonna send out the vision one. And then if you want, I can go ahead and send you your dental card, um, on that-

Speaker speaker\_1: You guys just sent it to me.

Speaker speaker\_0: ... email that I'm gonna send you.

Speaker speaker\_1: That's the reason I called is because you guys sent me that number. You guys just sent it to me, like, an hour ago.

Speaker speaker\_0: Okay. Let me go ahead and-

Speaker speaker\_1: And I tried to register online. It said there was no, there's no active account or whatever. There was no coverage as well for the dental.

Speaker speaker\_0: Okay. Give me one second. Let me check what number. What number did you call?

Speaker speaker\_1: I called 800-290-0526.

Speaker speaker\_0: Okay. Okay. Give me one second then. I'm sorry. I'm still working on it. I'm currently on hold, okay? I just wanted to let you know.

Speaker speaker\_1: Okay. Um, I actually have to get ready for work, so if you wanna just send the vision over, I can go ahead and deal with the dental later.

Speaker speaker\_0: Okay. That's fine. Um, your card?

Speaker speaker\_1: No. I mean, if you wanna just let them know that there's an issue with it.

Speaker speaker\_0: With the vision?

Speaker speaker\_1: I'll just-

Speaker speaker\_0: Okay. Yes, ma'am. All right. I'll be sending that email over.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: You're welcome. And then is this a good contact number?

Speaker speaker\_1: Yeah.

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

Speaker speaker\_1: Thank you.