

Transcript: Estefania

Acevedo-4624703357894656-5593132223086592

Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yeah. I'm a new, um, like, I g- I just recently got coverage through you guys with my, with my job, um, and I was wondering if you could email me the ID cards 'cause we haven't received them yet. Okay. Yeah. I can check to see if you've become active already and if so, I can see if they're available. Um- Okay. ... what staffing agency are you with? With, uh, Superior Skilled Trades. And then, what are the last four of your Social? 0680. Okay. 060? 0680. Oh, okay. Sorry. Okay. Eric Mendoza? Yes. Can you please verify your address and date of birth for security purposes? My address is 6110 Maverick Road in Brownsville, Texas 78531. And what else? And your birthday. Oh, uh, 8-14-1988. Thank you. Then I have 956-479-3267 as your phone number. Is that still up-to-date? Yeah. That's still correct. Okay. Thank you. Then I have ericmendoza0814@gmail.com. Is that up-to-date? That's up-to-date, yes. Okay. Let's see. Okay. All right. Let me go ahead and put you on a brief hold, so that I can email those cards to you. Did you need all of them? Uh, yeah. Yeah. Sure. Okay. Let's see. And then, um, let me check real quick. Okay. Let me go ahead and email you that. I'll be right back. I'm gonna put you on brief hold while I get those cards ready. Okay. Thank you. Thank you. Okay. I went ahead and emailed those cards to you. Um, can you please confirm your email just to make sure that you did receive them? They should come from info@benefitsinacard.com. Let me check. Yeah. Nothing's came through yet. Can you check your, um, spam and junk? Mm-hmm. And then, it looks like it sat, uh, ericmendoza- 0184. ... 0814@gmail.com. I just got 'em. They just came through. All right! And then you should be getting your, um, cards real soon. Okay. Thank you. They just became active not too long ago. Mm-hmm. Okay. Yeah, it's like, I needed 'em to get some prescriptions today so that's why I was trying to get the cards. Gotcha. Okay. Yeah. That's fine. Okay. Thank you. You're welcome. Have a nice day. You too.

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: Yeah. I'm a new, um, like, I g- I just recently got coverage through you guys with my, with my job, um, and I was wondering if you could email me the ID cards 'cause we haven't received them yet.

Speaker speaker_0: Okay. Yeah. I can check to see if you've become active already and if so, I can see if they're available. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... what staffing agency are you with?

Speaker speaker_1: With, uh, Superior Skilled Trades.

Speaker speaker_0: And then, what are the last four of your Social?

Speaker speaker_1: 0680.

Speaker speaker_0: Okay. 060?

Speaker speaker_1: 0680.

Speaker speaker_0: Oh, okay. Sorry. Okay. Eric Mendoza?

Speaker speaker_1: Yes.

Speaker speaker_0: Can you please verify your address and date of birth for security purposes?

Speaker speaker_1: My address is 6110 Maverick Road in Brownsville, Texas 78531. And what else?

Speaker speaker_0: And your birthday.

Speaker speaker_1: Oh, uh, 8-14-1988.

Speaker speaker_0: Thank you. Then I have 956-479-3267 as your phone number. Is that still up-to-date?

Speaker speaker_1: Yeah. That's still correct.

Speaker speaker_0: Okay. Thank you. Then I have ericmendoza0814@gmail.com. Is that up-to-date?

Speaker speaker_1: That's up-to-date, yes.

Speaker speaker_0: Okay. Let's see. Okay. All right. Let me go ahead and put you on a brief hold, so that I can email those cards to you. Did you need all of them?

Speaker speaker_1: Uh, yeah. Yeah. Sure.

Speaker speaker_0: Okay. Let's see. And then, um, let me check real quick. Okay. Let me go ahead and email you that. I'll be right back. I'm gonna put you on brief hold while I get those cards ready.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Thank you. Okay. I went ahead and emailed those cards to you. Um, can you please confirm your email just to make sure that you did receive them? They should come from info@benefitsinacard.com.

Speaker speaker_1: Let me check. Yeah. Nothing's came through yet.

Speaker speaker_0: Can you check your, um, spam and junk?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then, it looks like it sat, uh, ericmendoza-

Speaker speaker_1: 0184.

Speaker speaker_0: ... 0814@gmail.com.

Speaker speaker_1: I just got 'em. They just came through.

Speaker speaker_0: All right! And then you should be getting your, um, cards real soon.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: They just became active not too long ago. Mm-hmm.

Speaker speaker_1: Okay. Yeah, it's like, I needed 'em to get some prescriptions today so that's why I was trying to get the cards.

Speaker speaker_0: Gotcha. Okay. Yeah. That's fine.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: You too.