

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Uh, hi. Yes. Um, I had, um, got health benefits, um, not that long ago, a couple weeks ago. And, I got my cards, like, through Gmail. Like, I can see, like, my dental and my Medicare. But I was wondering when it would come through the mail. Okay. I can check. Um, what staffing agency are you with? WorkSmart. And then what is the last four of your social? 9420. And your first and last name? Laura and Jenna. For security purposes, could you verify your, um, address and date of birth? 125 Ponce de Leon Avenue, Spartanburg, South Carolina 29302 and 07/21/2006. And then 864-753-3396 is your phone number? Yes, ma'am. Okay. Um, you still haven't gotten them? I know... Did you ever get your dental at least? Like- Uh, no. ... in the mail? No? Okay. No. So, I'm gonna just go ahead and request it. Um, I was gonna tell you that normally for the VIP Classic Plan, which is your medical plan, they never really send it out. You would have to request it. So if you want, I can go ahead and just request them both and you should be getting them- Oh, okay. ... in seven to ten business days, not including weekends though. Okay? Um, yes, that's fine. It's 'cause I had called maybe like two weeks ago. Mm-hmm. Or a week and a half ago, and I asked them 'cause they told me after it hit, after the disruption hit, give a week and then call them again to tell them send their medical card. 'Cause they already said the dental card was on the way, but none of them came through the mail. Okay. Yeah. I'll just go ahead and request them. Um, your address is right. Is it P-O-N-C-E D-E-L-E-O-N and then Avenue? Yes, ma'am. Excuse me. Okay. Yeah. So I'll just request them again, 'cause I'm not sure why you didn't receive them. No. But I'll just put in a request, okay, for both of them. All right. All right. Thank you so much. You welcome. Have a nice day. You too. 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: Uh, hi. Yes. Um, I had, um, got health benefits, um, not that long ago, a couple weeks ago. And, I got my cards, like, through Gmail. Like, I can see, like, my dental and my Medicare. But I was wondering when it would come through the mail.

Speaker speaker_0: Okay. I can check. Um, what staffing agency are you with?

Speaker speaker_1: WorkSmart.

Speaker speaker_0: And then what is the last four of your social?

Speaker speaker_1: 9420.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Laura and Jenna.

Speaker speaker_0: For security purposes, could you verify your, um, address and date of birth?

Speaker speaker_1: 125 Ponce de Leon Avenue, Spartanburg, South Carolina 29302 and 07/21/2006.

Speaker speaker_0: And then 864-753-3396 is your phone number?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Um, you still haven't gotten them? I know... Did you ever get your dental at least? Like-

Speaker speaker_1: Uh, no.

Speaker speaker_0: ... in the mail? No? Okay.

Speaker speaker_1: No.

Speaker speaker_0: So, I'm gonna just go ahead and request it. Um, I was gonna tell you that normally for the VIP Classic Plan, which is your medical plan, they never really send it out. You would have to request it. So if you want, I can go ahead and just request them both and you should be getting them-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... in seven to ten business days, not including weekends though. Okay?

Speaker speaker_1: Um, yes, that's fine. It's 'cause I had called maybe like two weeks ago.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Or a week and a half ago, and I asked them 'cause they told me after it hit, after the disruption hit, give a week and then call them again to tell them send their medical card. 'Cause they already said the dental card was on the way, but none of them came through the mail.

Speaker speaker_0: Okay. Yeah. I'll just go ahead and request them. Um, your address is right. Is it P-O-N-C-E D-E-L-E-O-N and then Avenue?

Speaker speaker_1: Yes, ma'am. Excuse me.

Speaker speaker_0: Okay. Yeah. So I'll just request them again, 'cause I'm not sure why you didn't receive them.

Speaker speaker_1: No.

Speaker speaker_0: But I'll just put in a request, okay, for both of them.

Speaker speaker_1: All right. All right. Thank you so much.

Speaker speaker_0: You welcome. Have a nice day.

Speaker speaker_1: You too. Bye-bye.