

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? Yeah. So I have an insurance I paid back just a week ago. I'm supposed to get an email or an insurance card, but I never got one. Okay. Um, what staffing agency do you work for? Uh, The Resource. Okay. Give me one second. And then what are the last four of your social? Uh, eight, four, one, four. Okay. Peanuts? Yes. Okay. And then for security purposes, can you verify your address and date of birth? Address is 455 South Main Street, Mocksville, North Carolina. Date of birth is 8/24/1966. Okay. 336-244-9193 is your phone number. Then I have your first name, last name at yahoo.com. Is that up to date? Yes. So you'll probably be getting that sometime next week. Since you just became active not too long ago, most likely your cards are on the way. Oh, actually, you have the VIP Basic. Um, so that's something that you have to request if you do want a physical card. Do you want me to go ahead and request that card? 'Cause normally they don't send that one out. I can go ahead and put a card request though for the carrier to mail it out to you, and then I can go ahead and send you the digital ones via email. Uh, I feel like an actual card that way if I go to the doctor's office d- 'cause they need to show, me to show it to them. Yeah. So I can send it to you electronically, and I can request one as well. Yeah. That'd be, that'd be good. Thank you. Okay. Um, can I put you in a brief hold while I email that to you? Yeah. Thank you for your hold. Um, I went ahead and requested that card for you. So it should take seven to 10 business days, not including weekends, for you to receive it, as long as I went ahead and emailed that to your email. Um, do you mind verifying that you received that? It should come from an email that says info@benefitsinacard.com. Okay. I don't know if, if you mind verifying just in case. Okay. Yeah. I got it. Okay. Did you need anything else from me? Uh, that'll be it today. Thank you. You're welcome. Have a nice day.

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. So I have an insurance I paid back just a week ago. I'm supposed to get an email or an insurance card, but I never got one.

Speaker speaker_0: Okay. Um, what staffing agency do you work for?

Speaker speaker_1: Uh, The Resource.

Speaker speaker_0: Okay. Give me one second. And then what are the last four of your social?

Speaker speaker_1: Uh, eight, four, one, four.

Speaker speaker_0: Okay. Peanuts?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then for security purposes, can you verify your address and date of birth?

Speaker speaker_1: Address is 455 South Main Street, Mocksville, North Carolina. Date of birth is 8/24/1966.

Speaker speaker_0: Okay. 336-244-9193 is your phone number. Then I have your first name, last name at yahoo.com. Is that up to date?

Speaker speaker_1: Yes.

Speaker speaker_0: So you'll probably be getting that sometime next week. Since you just became active not too long ago, most likely your cards are on the way. Oh, actually, you have the VIP Basic. Um, so that's something that you have to request if you do want a physical card. Do you want me to go ahead and request that card? 'Cause normally they don't send that one out. I can go ahead and put a card request though for the carrier to mail it out to you, and then I can go ahead and send you the digital ones via email.

Speaker speaker_1: Uh, I feel like an actual card that way if I go to the doctor's office d-'cause they need to show, me to show it to them.

Speaker speaker_0: Yeah. So I can send it to you electronically, and I can request one as well.

Speaker speaker_1: Yeah. That'd be, that'd be good. Thank you.

Speaker speaker_0: Okay. Um, can I put you in a brief hold while I email that to you?

Speaker speaker_1: Yeah.

Speaker speaker_0: Thank you for your hold. Um, I went ahead and requested that card for you. So it should take seven to 10 business days, not including weekends, for you to receive it, as long as I went ahead and emailed that to your email. Um, do you mind verifying that you received that? It should come from an email that says info@benefitsinacard.com.

Speaker speaker_1: Okay.

Speaker speaker_0: I don't know if, if you mind verifying just in case.

Speaker speaker_1: Okay. Yeah. I got it.

Speaker speaker_0: Okay. Did you need anything else from me?

Speaker speaker_1: Uh, that'll be it today. Thank you.

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