

## Transcript: Estefania

**Acevedo-4675366389465088-6530340081811456**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi. Good morning. My name is Hussein Yilmaz. Um, I'm trying to reach, um... I'm working for Oxford, by the way, and, um, I'm trying to reach the Benefit in Card page, but it's always giving some errors. Like I can't move on. I, I just want to see what's my status about this, uh, Benefit in Card. I didn't receive anything yet. Uh, so you want to see where your cards are at? My card or my current status. You just- Okay. I don't know. I could- Yeah. I could check for you. Um, you said you work with OnTrack, right? No, Oxford. Oxford. Okay. All right. And then I just need the last four of your Social. 7340. Okay. And that was Oxford Global, right? Yes. Okay. And your first and last name, sir? My name is Hussein. Last name is Yilmaz. What was that last name? Yilmaz. Y-I-L-M-A-Z. Okay. Thank you. Can you please verify your address and date of birth for security purposes? Sure. 3019 Hazlehurst Avenue, Pittsburgh, PA 15227. Okay. And then, the date of birth? 06/01/72. Thank you. 347-559-9396 is your phone number. Is that up to date? Yes. Mm-hmm. And then it has archuser01@gmail.com. Is that up to date? Yes. Okay. So, it looks like you actually just became active this week, so today. Today's your first day with active coverage, meaning you're probably gonna get your cards either this week or next week, this Friday or next Friday. Mm-hmm. You should be getting your dental, vision and preventative. And for your Insurplus Enhance, they normally don't mail that card out. So, if you do want a physical one for your medical card, I do have to request it. Did you want me to go ahead and request that card? Yeah. It is, it is good, but, uh, I wanna give you a different address because I'm in the Reno, Nevada for job purpose, so- Oh, okay. Um, are th- all of the other cards gonna go to the address you're just now gonna give me? Or just- I mean, if you can send the hard copy of the card, the address I'm gonna give it to you, is that possible? Yeah. So, change your address completely in our system? Is that what you want? Um, no, I don't want actually because- Oh, just the other one? ... my main... Yeah. Okay. Yeah, that's fine. Uh, give me one second. So, just for your medical, right? The one that I'm requesting? Mm-hmm. Okay. And then, I was gonna tell you normally the cards are ready electronically by Thursday, but if you need them before that, we can try our best to have them before Thursday. But normally I'm able to send them on Thursday, if that's okay. Okay. Yeah, that's fine. Yeah. That's what I'm looking for. So, I'll leave myself a note to send that on Thursday morning, 'cause they won't be ready right now since you just became active today. Normally, the, they start making your cards either Monday or Tuesday. And then, um- Hmm. That's fine. ... typically the, at least the policy number's ready on Wednesday, but the actual virtual card, I'll be able to send on Thursday. So, I'll leave myself a note for that. And then, what's the address that the medical card's gonna go to? Okay, one second. This is really wait a minute, uh.... Um, one second. I'll give it to you in a minute. Okay. Just, uh, 'cause I can't remember everything. I just wanna make sure. Mm-hmm. Okay. 825? Mm-hmm. Delucchi Lane. I will

spell it. D-E-L-U-C-C-H-I Lane. Reno- Reno, Nevada? Nev- Yeah. And the apartment is 91. Is it 89502? I'm sorry? Uh, what's the ZIP code? Uh, 89502. Okay. And then apartment, what was that number again? 91. 91. Okay, thank you. All right, give me one second. Let me put that... All right, sir. I have requested your medical card, being the Insurplus Enhance, and then on Thursday, I should be able to send you your dental, vision, preventative, and your medical card virtually 'cause it's online. Okay, great. Yep. Thank you. Thank you. Okay. And then when- whenever I email that to you, I am also gonna call you to let you know that I sent them to your email. If you don't answer, I will be leaving you a voicemail. Okay, great. Thank you. You're welcome. Awesome. Did you have any other questions? No, that was all. Thanks. Okay, thank you. Mm-hmm. If you have any questions, we're open from 8:00 AM up until 8:00 PM Monday through Friday Eastern time. Okay, great. Thank you. Have a nice day. Thank you. Have a nice day. 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. Good morning. My name is Hussein Yilmaz. Um, I'm trying to reach, um... I'm working for Oxford, by the way, and, um, I'm trying to reach the Benefit in Card page, but it's always giving some errors. Like I can't move on. I, I just want to see what's my status about this, uh, Benefit in Card. I didn't receive anything yet.

Speaker speaker\_0: Uh, so you want to see where your cards are at?

Speaker speaker\_1: My card or my current status. You just-

Speaker speaker\_0: Okay.

Speaker speaker\_1: I don't know.

Speaker speaker\_0: I could-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: I could check for you. Um, you said you work with OnTrack, right?

Speaker speaker\_1: No, Oxford.

Speaker speaker\_0: Oxford. Okay. All right. And then I just need the last four of your Social.

Speaker speaker\_1: 7340.

Speaker speaker\_0: Okay. And that was Oxford Global, right?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And your first and last name, sir?

Speaker speaker\_1: My name is Hussein. Last name is Yilmaz.

Speaker speaker\_0: What was that last name?

Speaker speaker\_1: Yilmaz. Y-I-L-M-A-Z.

Speaker speaker\_0: Okay. Thank you. Can you please verify your address and date of birth for security purposes?

Speaker speaker\_1: Sure. 3019 Hazlehurst Avenue, Pittsburgh, PA 15227.

Speaker speaker\_0: Okay. And then, the date of birth?

Speaker speaker\_1: 06/01/'72.

Speaker speaker\_0: Thank you. 347-559-9396 is your phone number. Is that up to date?

Speaker speaker\_1: Yes. Mm-hmm.

Speaker speaker\_0: And then it has archuser01@gmail.com. Is that up to date?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So, it looks like you actually just became active this week, so today. Today's your first day with active coverage, meaning you're probably gonna get your cards either this week or next week, this Friday or next Friday.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: You should be getting your dental, vision and preventative. And for your Insurplus Enhance, they normally don't mail that card out. So, if you do want a physical one for your medical card, I do have to request it. Did you want me to go ahead and request that card?

Speaker speaker\_1: Yeah. It is, it is good, but, uh, I wanna give you a different address because I'm in the Reno, Nevada for job purpose, so-

Speaker speaker\_0: Oh, okay. Um, are th- all of the other cards gonna go to the address you're just now gonna give me? Or just-

Speaker speaker\_1: I mean, if you can send the hard copy of the card, the address I'm gonna give it to you, is that possible?

Speaker speaker\_0: Yeah. So, change your address completely in our system? Is that what you want?

Speaker speaker\_1: Um, no, I don't want actually because-

Speaker speaker\_0: Oh, just the other one?

Speaker speaker\_1: ... my main... Yeah.

Speaker speaker\_0: Okay. Yeah, that's fine. Uh, give me one second. So, just for your medical, right? The one that I'm requesting?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Okay. And then, I was gonna tell you normally the cards are ready electronically by Thursday, but if you need them before that, we can try our best to have them before Thursday. But normally I'm able to send them on Thursday, if that's okay.

Speaker speaker\_1: Okay. Yeah, that's fine. Yeah. That's what I'm looking for.

Speaker speaker\_0: So, I'll leave myself a note to send that on Thursday morning, 'cause they won't be ready right now since you just became active today. Normally, the, they start making your cards either Monday or Tuesday. And then, um-

Speaker speaker\_1: Hmm. That's fine.

Speaker speaker\_0: ... typically the, at least the policy number's ready on Wednesday, but the actual virtual card, I'll be able to send on Thursday. So, I'll leave myself a note for that. And then, what's the address that the medical card's gonna go to?

Speaker speaker\_1: Okay, one second. This is really wait a minute, uh.... Um, one second. I'll give it to you in a minute.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Just, uh, 'cause I can't remember everything. I just wanna make sure.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Okay. 825?

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Delucchi Lane. I will spell it. D-E-L-U-C-C-H-I Lane. Reno-

Speaker speaker\_0: Reno, Nevada?

Speaker speaker\_1: Nev- Yeah. And the apartment is 91.

Speaker speaker\_0: Is it 89502?

Speaker speaker\_1: I'm sorry?

Speaker speaker\_0: Uh, what's the ZIP code?

Speaker speaker\_1: Uh, 89502.

Speaker speaker\_0: Okay. And then apartment, what was that number again?

Speaker speaker\_1: 91.

Speaker speaker\_0: 91. Okay, thank you. All right, give me one second. Let me put that... All right, sir. I have requested your medical card, being the Insurplus Enhance, and then on Thursday, I should be able to send you your dental, vision, preventative, and your medical card virtually 'cause it's online.

Speaker speaker\_1: Okay, great. Yep. Thank you. Thank you. Okay.

Speaker speaker\_0: And then when- whenever I email that to you, I am also gonna call you to let you know that I sent them to your email. If you don't answer, I will be leaving you a voicemail.

Speaker speaker\_1: Okay, great. Thank you.

Speaker speaker\_0: You're welcome.

Speaker speaker\_1: Awesome.

Speaker speaker\_0: Did you have any other questions?

Speaker speaker\_1: No, that was all. Thanks.

Speaker speaker\_0: Okay, thank you.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: If you have any questions, we're open from 8:00 AM up until 8:00 PM Monday through Friday Eastern time.

Speaker speaker\_1: Okay, great. Thank you. Have a nice day.

Speaker speaker\_0: Thank you. Have a nice day.

Speaker speaker\_1: Bye.