

Transcript: Estefania

Acevedo-4698194092539904-6154879764054016

Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. I just started working, uh, at Resken in Parsons, Kansas, and I need to find out about my benefits. Like- Okay, um, do you know the name of- I need a number and all that. Do you know the- Huh? ... name of the actual staffing agency, though? Oh, DTC. DTC. Okay, give me one second. Mm-hmm. Okay. Okay. It's been almost a month. And then- I thought it would've g- come in the mail by now. Okay. And then what are the last four of your Social? 7957. For security purposes, can you please verify your address and your date of birth? Yep. Um, 1220 North 3rd Street, Neodesha, Kansas. And my birthday is 01/09/'73. Okay, thank you. Is your phone number still the 620-920-9263? Yes. Yes. Yep. And then, I have dmfooster73@outlook.com. Is that up-to-date? Yes. Yep. Okay. And you haven't received anything in the mail, you said? Uh-uh, no. Okay. So most likely, you'll probably be getting them either today or tomorrow, 'cause it does take- Oh, yeah. Okay. ... seven to 10 days, um, from the day that you call and place your- Okay. Well, I'm at a doctor appointment right now. Okay. So I was kinda hoping to maybe get a, a plan number- No, I can actually e- ... so they don't, so they don't bill me. Yeah, so I can actually email you your cards to your email. And it'll- Okay, that's- ... be the same card that you're gonna get, um, mailed out- Okay, cool. ... to you. I was gonna also tell you that for your VIP Standard Plan, that plan- Okay. ... they normally don't mail out to you, so if you want me to request it, I can go ahead and do that too. Yes. Yes, please. Okay. Um, I'm gonna put you to a brief hold while I send you that information to your email. Okay. Okay. And like I said, I'm at a doctor appointment, so I'm, uh, okay, I'm kinda in a hurry. Okay. Yeah, I'll do it real quick. Okay. Give me one second to get the card while my manager... Can you hold on for one second? Yes. Yes? I didn't even wanna, like, wait. So since, if you're in a hurry, I can go ahead and give you your policy number, and then I'll email it also. Okay. So that you're not waiting for it. Um, so if you want, I can go ahead and provide it, and then I'll go ahead and send it over once we do that. Uh, no, I can just wait for it to hit my email. I'll have, I'll have time to- Oh, okay. That's fine. ... like look it back. Okay, give me one second. All right, so that's it? Hello? Yes, ma'am. I'm, I'm about to- Okay. ... send it right now. Oh, I thought you were sending it. That's why I was on hold. Yeah. So I was gonna ask you- ... if you wanted me to send you your, g- go ahead and give you your policy number verbally, and then I'll... 'Cause it's sometimes takes some time to- No, I just need you to send me the card, and that would be great. Okay. Give me one second. Hang on one second. Let me... You know, it's like last summer. Yeah. See how it fits on my hand? There we go. Perfect. Now this part here. Wait. That, that makes more... Or is there like a patch or something? Somewhere, should be somewhere like that, so we don't have to cut. Well, there goes my fingerprint work. Yeah. It's still... I don't see nothing behind you. Your finger, your pass- it actually wasn't at work. It was in my car. I don't know where to get it. Um...

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, Stephanie. I just started working, uh, at Resken in Parsons, Kansas, and I need to find out about my benefits. Like-

Speaker speaker_0: Okay, um, do you know the name of-

Speaker speaker_1: I need a number and all that.

Speaker speaker_0: Do you know the-

Speaker speaker_1: Huh?

Speaker speaker_0: ... name of the actual staffing agency, though?

Speaker speaker_1: Oh, DTC.

Speaker speaker_0: DTC. Okay, give me one second.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. Okay.

Speaker speaker_1: It's been almost a month.

Speaker speaker_0: And then-

Speaker speaker_1: I thought it would've g- come in the mail by now.

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

Speaker speaker_1: 7957.

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

Speaker speaker_1: Yep. Um, 1220 North 3rd Street, Neodesha, Kansas. And my birthday is 01/09/73.

Speaker speaker_0: Okay, thank you. Is your phone number still the 620-920-9263?

Speaker speaker_1: Yes. Yes. Yep.

Speaker speaker_0: And then, I have dmfooster73@outlook.com. Is that up-to-date?

Speaker speaker_1: Yes. Yep.

Speaker speaker_0: Okay. And you haven't received anything in the mail, you said?

Speaker speaker_1: Uh-uh, no.

Speaker speaker_0: Okay. So most likely, you'll probably be getting them either today or tomorrow, 'cause it does take-

Speaker speaker_1: Oh, yeah. Okay.

Speaker speaker_0: ... seven to 10 days, um, from the day that you call and place your-

Speaker speaker_1: Okay. Well, I'm at a doctor appointment right now.

Speaker speaker_0: Okay.

Speaker speaker_1: So I was kinda hoping to maybe get a, a plan number-

Speaker speaker_0: No, I can actually e-

Speaker speaker_1: ... so they don't, so they don't bill me.

Speaker speaker_0: Yeah, so I can actually email you your cards to your email. And it'll-

Speaker speaker_1: Okay, that's-

Speaker speaker_0: ... be the same card that you're gonna get, um, mailed out-

Speaker speaker_1: Okay, cool.

Speaker speaker_0: ... to you. I was gonna also tell you that for your VIP Standard Plan, that plan-

Speaker speaker_1: Okay.

Speaker speaker_0: ... they normally don't mail out to you, so if you want me to request it, I can go ahead and do that too.

Speaker speaker_1: Yes. Yes, please.

Speaker speaker_0: Okay. Um, I'm gonna put you to a brief hold while I send you that information to your email.

Speaker speaker_1: Okay. Okay. And like I said, I'm at a doctor appointment, so I'm, uh, okay, I'm kinda in a hurry.

Speaker speaker_0: Okay. Yeah, I'll do it real quick.

Speaker speaker_1: Okay.

Speaker speaker_0: Give me one second to get the card while my manager... Can you hold on for one second?

Speaker speaker_1: Yes.

Speaker speaker_0: Yes? I didn't even wanna, like, wait. So since, if you're in a hurry, I can go ahead and give you your policy number, and then I'll email it also.

Speaker speaker_1: Okay.

Speaker speaker_0: So that you're not waiting for it. Um, so if you want, I can go ahead and provide it, and then I'll go ahead and send it over once we do that.

Speaker speaker_1: Uh, no, I can just wait for it to hit my email. I'll have, I'll have time to-

Speaker speaker_0: Oh, okay. That's fine.

Speaker speaker_1: ... like look it back. Okay, give me one second. All right, so that's it? Hello?

Speaker speaker_0: Yes, ma'am. I'm, I'm about to-

Speaker speaker_1: Okay.

Speaker speaker_0: ... send it right now.

Speaker speaker_1: Oh, I thought you were sending it. That's why I was on hold.

Speaker speaker_0: Yeah. So I was gonna ask you- ... if you wanted me to send you your, g-go ahead and give you your policy number verbally, and then I'll... 'Cause it's sometimes takes some time to-

Speaker speaker_1: No, I just need you to send me the card, and that would be great.

Speaker speaker_0: Okay.

Speaker speaker_1: Give me one second. Hang on one second. Let me... You know, it's like last summer. Yeah. See how it fits on my hand? There we go. Perfect. Now this part here. Wait. That, that makes more... Or is there like a patch or something? Somewhere, should be somewhere like that, so we don't have to cut.

Speaker speaker_0: Well, there goes my fingerprint work.

Speaker speaker_1: Yeah. It's still... I don't see nothing behind you. Your finger, your pass- it actually wasn't at work. It was in my car. I don't know where to get it. Um...