

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? Hey, my name's Alejandro. Um, I just recently set up my benefits stuff today. Uh, it said that it was confirmed, but it's pending at the moment, um. Mm-hmm. It said something about how I'm supposed to receive an email. I noticed I haven't received one yet. I was wondering if that only happens after it gets currently confirmed. A email for what? For the confirmation. Um, I can request one. I'm not really sure how fast you guys get it. I believe it sometimes takes 24 hours, but I can request a coverage confirmation. It's gonna- But sometimes it just- ... take 24 hours either way though. Oh, okay. I didn't know that part. I thought it was gonna happen right away. Um, no, I believe not. I know when we request it in the main office, we typically take the mem-... tell the members it might take 24 hours for you to receive it. So I'm not sure if it's the same thing if you do it online. It might be, if I'm honest. I'm assuming it would. Um, I would give it the 24 hours. If you don't receive it this week, I would call back Monday, because if I request it, it's still gonna be 24 hours. All right. Okay. Okay. Okay. Thank you very much. You're welcome. So I would just keep a out, uh, eye out for it, um, this week. And like I said, if you don't see it, I would just call back Monday and they're gonna tell you that it is gonna take 24 hours either way. Okay. Mm-hmm. All right. Thank you. Thank you. You're welcome. Have a nice day, sir. You too. Mm, 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: Hey, my name's Alejandro. Um, I just recently set up my benefits stuff today. Uh, it said that it was confirmed, but it's pending at the moment, um.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: It said something about how I'm supposed to receive an email. I noticed I haven't received one yet. I was wondering if that only happens after it gets currently confirmed.

Speaker speaker_0: A email for what?

Speaker speaker_1: For the confirmation.

Speaker speaker_0: Um, I can request one. I'm not really sure how fast you guys get it. I believe it sometimes takes 24 hours, but I can request a coverage confirmation. It's gonna-

Speaker speaker_1: But sometimes it just-

Speaker speaker_0: ... take 24 hours either way though.

Speaker speaker_1: Oh, okay. I didn't know that part. I thought it was gonna happen right away.

Speaker speaker_0: Um, no, I believe not. I know when we request it in the main office, we typically take the mem-... tell the members it might take 24 hours for you to receive it. So I'm not sure if it's the same thing if you do it online. It might be, if I'm honest. I'm assuming it would. Um, I would give it the 24 hours. If you don't receive it this week, I would call back Monday, because if I request it, it's still gonna be 24 hours.

Speaker speaker_1: All right. Okay. Okay. Okay. Thank you very much.

Speaker speaker_0: You're welcome. So I would just keep a out, uh, eye out for it, um, this week. And like I said, if you don't see it, I would just call back Monday and they're gonna tell you that it is gonna take 24 hours either way.

Speaker speaker_1: Okay.

Speaker speaker_0: Mm-hmm.

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

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

Speaker speaker_1: You too. Mm, bye.

Speaker speaker_0: Bye.