

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card . Um, could I put you in a brief hold? Thank you for calling Benefits in a Card service code- how can I help you? Yes. My name is Shirley Ferguson. I'm calling about my card, uh, um, my insurance card when... I'm trying to figure out when I'm, when should I get them, or- Okay. I, I can double check. Um, what's the staff and agency that you work for? Um, PRC. And then what is the last three of your social? 3440. Okay. For security purposes, could you please verify your address and your date of birth? Okay. Let's do that. Um, 102... What is it again? 102 Willard Court, Columbus, South Carolina 29212. Okay. And then what's that date of birth? June the 12th, 196- 65. Thank you. Is your phone number still the 803-82-4038? Yes. And then I have your last name underscore first name @yahoo.com. Is that up to date? Yes. Okay. All right. Give me one second. Let me verify. . Okay. Ma'am. Um, you didn't receive them. So I'm going to go ahead and put a card request for you to get them again. Um, let me verify to see if they're available via email. If they are, I can go ahead and send them to your email on file. Okay. Okay? You need the three of them, dental, vision and the VIP standard? Yeah. That's the medical? Yes, ma'am. Okay. Is that a good email to send it to? Yes, ma'am. Okay. I'll be right back. Let me go ahead and send you that information. Okay. Thank you for the hold, ma'am. I went ahead and requested those cards to be sent out to you. So you should be receiving them within like a week or two, probably a week. And then, um, can you verify just to make sure that you did receive the email that I sent you? I attached your vision, dental, and your VIP Standard on that email. It should be coming from an email- Okay. ... that's info@benefitscompler.com. Yeah. I got it, I got it. All right. The first one, I believe is the vision, second one, I think it's dental, and then the medical one. Okay. But once you open them you should see. The one that says, uh, Carrollton is your dental card and then the one that says ALHL is medical. Okay. Thanks. And then you should receive it within a week. You're welcome. I'm sorry for your long hold. That's... Okay. That's okay. So thank you. Okay. You're welcome. Have a nice day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card . Um, could I put you in a brief hold? Thank you for calling Benefits in a Card service code-

Speaker speaker_2: .

Speaker speaker_1: ... how can I help you?

Speaker speaker_2: Yes. My name is Shirley Ferguson. I'm calling about my card, uh, um, my insurance card when... I'm trying to figure out when I'm, when should I get them, or-

Speaker speaker_1: Okay. I, I can double check. Um, what's the staff and agency that you work for?

Speaker speaker_2: Um, PRC.

Speaker speaker_1: And then what is the last three of your social?

Speaker speaker_2: 3440.

Speaker speaker_1: Okay. For security purposes, could you please verify your address and your date of birth?

Speaker speaker_2: Okay. Let's do that. Um, 102... What is it again? 102 Willard Court, Columbus, South Carolina 29212.

Speaker speaker_1: Okay. And then what's that date of birth?

Speaker speaker_2: June the 12th, 196- 65.

Speaker speaker_1: Thank you. Is your phone number still the 803-82-4038?

Speaker speaker_2: Yes.

Speaker speaker_1: And then I have your last name underscore first name @yahoo.com. Is that up to date?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. All right. Give me one second. Let me verify.

Speaker speaker_3: .

Speaker speaker_1: Okay. Ma'am. Um, you didn't receive them. So I'm going to go ahead and put a card request for you to get them again. Um, let me verify to see if they're available via email. If they are, I can go ahead and send them to your email on file.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay? You need the three of them, dental, vision and the VIP standard?

Speaker speaker_2: Yeah. That's the medical?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay.

Speaker speaker_4: Is that a good email to send it to?

Speaker speaker_5: Yes, ma'am.

Speaker speaker_4: Okay. I'll be right back. Let me go ahead and send you that information.

Speaker speaker_1: Okay. Thank you for the hold, ma'am. I went ahead and requested those cards to be sent out to you. So you should be receiving them within like a week or two, probably a week. And then, um, can you verify just to make sure that you did receive the email that I sent you? I attached your vision, dental, and your VIP Standard on that email. It should be coming from an email-

Speaker speaker_6: Okay.

Speaker speaker_1: ... that's info@benefitscompler.com.

Speaker speaker_6: Yeah. I got it, I got it.

Speaker speaker_1: All right. The first one, I believe is the vision, second one, I think it's dental, and then the medical one.

Speaker speaker_6: Okay.

Speaker speaker_1: But once you open them you should see. The one that says, uh, Carrollton is your dental card and then the one that says ALHL is medical.

Speaker speaker_6: Okay. Thanks.

Speaker speaker_1: And then you should receive it within a week. You're welcome. I'm sorry for your long hold.

Speaker speaker_6: That's... Okay. That's okay. So thank you.

Speaker speaker_1: Okay. You're welcome. Have a nice day.

Speaker speaker_6: You too. Bye-bye.