

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. Uh, my name is Linda Dias. I just started working for Oxford as a consultant. Mm-hmm. And I'm just trying to figure out how to do any of my benefits and everything they sent me was very cryptic except for your phone number. Okay. So you wanna sign up? So that's why I Was calling. Yes. Okay. Yes. Um, I just need the last four of your Social. We can do a phone number instead. 8100. Okay. For security purposes, I do need you to verify the address on file as well as the date of birth. It's 2121 New Tampa Highway, uh, lot number D46 in Oakland, Florida 33815 and date of birth is 4/24/69. Thank you. And then I have 815-545-6590 as your, um, phone number. Is that still up-to-date? That's correct. And then I- It is. ... have linda.your.lastname@Gmail.com. Is that up-to-date also? That is. Okay. Um, by any chance did you have the benefit guide already that shows you the plans and their prices? If not, I can send it to you to your email. Hello? Are you still there? I'm sorry. Hello? Hello? Are you still there? Hello? Hello? Hello?

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, Stephanie. Uh, my name is Linda Dias. I just started working for Oxford as a consultant.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And I'm just trying to figure out how to do any of my benefits and everything they sent me was very cryptic except for your phone number.

Speaker speaker_0: Okay. So you wanna sign up?

Speaker speaker_1: So that's why I Was calling. Yes.

Speaker speaker_0: Okay.

Speaker speaker_1: Yes.

Speaker speaker_0: Um, I just need the last four of your Social. We can do a phone number instead.

Speaker speaker_1: 8100.

Speaker speaker_0: Okay. For security purposes, I do need you to verify the address on file as well as the date of birth.

Speaker speaker_1: It's 2121 New Tampa Highway, uh, lot number D46 in Oakland, Florida 33815 and date of birth is 4/24/69.

Speaker speaker_0: Thank you. And then I have 815-545-6590 as your, um, phone number. Is that still up-to-date?

Speaker speaker_1: That's correct.

Speaker speaker_0: And then I-

Speaker speaker_1: It is.

Speaker speaker_0: ... have linda.your.lastname@Gmail.com. Is that up-to-date also?

Speaker speaker_1: That is.

Speaker speaker_0: Okay. Um, by any chance did you have the benefit guide already that shows you the plans and their prices? If not, I can send it to you to your email. Hello? Are you still there? I'm sorry. Hello? Hello? Are you still there? Hello? Hello? Hello?