

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you? Hi, Stephanie. My name's Anthony Maguire. Um, I was wondering where I'm supposed to get my insurance card for medical, stuff like that. That... Okay. Um, I can check to see if you're active. And if so, I can check on your card. What staffing agency are you with? I'm sorry. Uh, Innovative Fast Solutions. Okay. And then what are the last four of your Social? 3660. First and last name, please. Anthony Maguire. For security purposes, can you verify your address? I need a brief. Uh, address is 2413 Shelby in Mattoon, Illinois 61938. And the country is 41277. Okay. 217-218-4258 is your phone number? Yes, ma'am. And I have Tony, your last name, 574 at gmail.com. Is that up to date? Yes. Okay. Let's see. And then which card did you need? Um, uh, which ones do you got that are available? 'Cause like I say, I don't got none of them at all. So you haven't received any card? Like... No. Okay, let me see. Oh, okay. So, let me check. Okay, so since you... It looks like you just became active this week. That's why. Okay. Um, so you should be getting your card either today or next Friday, um, when it comes to your dental and vision. And for your actual medical card, they normally don't mail that one out, so if you do want a physical one, I do have to put in a request for the carrier to mail it out to you. So did you want me to request the Intra+ Enhance? So wait, I got a question. Ac- you guys don't mail, mail out what? Um, we don't mail out them. Well, the carrier doesn't typically mail out the medical card, so if you do want it, you do have to request it. So if you do want a physical card, I do have to put in a request right now for it. Sure. Yeah, go ahead. Normally, they just... 'Cause you're just gonna... The first ones you're gonna get is dental and vision. And if I put in a request today, later on, you're gonna get your Intra+ Enhance. But for now, I can email them to you, and then I can go ahead and request that card as well. Okay, if you can, do both. Okay. Um, can I put you in a brief hold while I send that over to your email? And then I'll get you to verify to make sure that you did receive it. All right. Okay, I'll be right back. All right, I have the conversion now. Thank you for your call. Can you please verify that you received that card? It should come from info@benefitsandokard.com. Um- And if you don't see it, I would also check your spam and junk folder. Mm-hmm. What does it say at the end of this code? Y- it's gonna say info@benefitsandokard.com. Is there a APO? Yes, sir. What's the name of it? Um, it's gonna come from info@benefitsandokard.com. Yeah, I got the benefits. Uh, yeah, I got it. Okay. And then, you should have, um, three cards. So you're gonna have your... the one that says APL. That one's your medical card, the one that I ordered. Then dental is gonna say Carentan on the, I believe, on the right-hand side, top right-hand side. And then vision is just gonna say vision. Okay. I appreciate it very much, ma'am. All right. I hope you have a great day and then that card was ordered already. All right. Thank you very much. Thank you.

Conversation Format

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

Speaker speaker_1: Hi, Stephanie. My name's Anthony Maguire. Um, I was wondering where I'm supposed to get my insurance card for medical, stuff like that. That...

Speaker speaker_0: Okay. Um, I can check to see if you're active. And if so, I can check on your card. What staffing agency are you with? I'm sorry.

Speaker speaker_1: Uh, Innovative Fast Solutions.

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

Speaker speaker_1: 3660.

Speaker speaker_0: First and last name, please.

Speaker speaker_1: Anthony Maguire.

Speaker speaker_0: For security purposes, can you verify your address? I need a brief.

Speaker speaker_1: Uh, address is 2413 Shelby in Mattoon, Illinois 61938. And the country is 41277.

Speaker speaker_0: Okay. 217-218-4258 is your phone number?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have Tony, your last name, 574 at gmail.com. Is that up to date?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Let's see. And then which card did you need?

Speaker speaker_1: Um, uh, which ones do you got that are available? 'Cause like I say, I don't got none of them at all.

Speaker speaker_0: So you haven't received any card? Like...

Speaker speaker_1: No.

Speaker speaker_0: Okay, let me see. Oh, okay. So, let me check. Okay, so since you... It looks like you just became active this week. That's why.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, so you should be getting your card either today or next Friday, um, when it comes to your dental and vision. And for your actual medical card, they normally don't mail that one out, so if you do want a physical one, I do have to put in a request for the carrier to mail it out to you. So did you want me to request the Intra+ Enhance?

Speaker speaker_1: So wait, I got a question. Ac- you guys don't mail, mail out what?

Speaker speaker_0: Um, we don't mail out them. Well, the carrier doesn't typically mail out the medical card, so if you do want it, you do have to request it. So if you do want a physical card, I do have to put in a request right now for it.

Speaker speaker_1: Sure. Yeah, go ahead.

Speaker speaker_0: Normally, they just... 'Cause you're just gonna... The first ones you're gonna get is dental and vision. And if I put in a request today, later on, you're gonna get your Intra+ Enhance. But for now, I can email them to you, and then I can go ahead and request that card as well.

Speaker speaker_1: Okay, if you can, do both.

Speaker speaker_0: Okay. Um, can I put you in a brief hold while I send that over to your email? And then I'll get you to verify to make sure that you did receive it.

Speaker speaker_1: All right.

Speaker speaker_0: Okay, I'll be right back.

Speaker speaker_1: All right, I have the conversion now.

Speaker speaker_0: Thank you for your call. Can you please verify that you received that card? It should come from info@benefitsandokard.com.

Speaker speaker_2: Um-

Speaker speaker_0: And if you don't see it, I would also check your spam and junk folder.

Speaker speaker_2: Mm-hmm. What does it say at the end of this code?

Speaker speaker_0: Y- it's gonna say info@benefitsandokard.com.

Speaker speaker_2: Is there a APO?

Speaker speaker_0: Yes, sir.

Speaker speaker_2: What's the name of it?

Speaker speaker_0: Um, it's gonna come from info@benefitsandokard.com.

Speaker speaker_2: Yeah, I got the benefits. Uh, yeah, I got it.

Speaker speaker_0: Okay. And then, you should have, um, three cards. So you're gonna have your... the one that says APL. That one's your medical card, the one that I ordered. Then dental is gonna say Carentan on the, I believe, on the right-hand side, top right-hand side. And then vision is just gonna say vision.

Speaker speaker_2: Okay. I appreciate it very much, ma'am.

Speaker speaker_0: All right. I hope you have a great day and then that card was ordered already.

Speaker speaker_2: All right. Thank you very much.

Speaker speaker_0: Thank you.