

## **Transcript: Estefania**

**Acevedo-5040849758404608-5147565401522176**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. My name's Stephanie. How can I assist you? Hi, Stephanie. This is Marisol Fernandez. I just wanted to know if y'all received the Social Security Numbers of my kids and myself, and to see when, um, this was going to be active? Okay. Yeah. Um, what is the staffing agency that you're with? Uh, BDSS. Okay. And then the last four of your social, please? 6039. Thank you. And your first and last name? Did you say Maria? Ma- uh, Marisol Fernandez. Okay. Thank you. You're welcome. For security purposes, could you please verify your address as well as your date of birth? Uh, sure. So my address is 605 East Atlanta Avenue in Phoenix, um, 85040. And my... What was the other one? My birthday? Yes, ma'am. Oh, 08251979. Thank you. Okay. Is your phone number, um, 469-894-9090? Yes. All right, and then I have your first name, 58.mu@gmail.com? Yes. Okay, thank you. All right. Let me verify real quick. Thank you. Okay. So it looks like we do have the child's information. Um, we have three kids, two females and a male. Angel, Selma, Maya, M-Y-A? Maya. Maya? It's Maya. Um, so we do have their information in the system. You still don't have active coverage. So you'll have active coverage whenever you see the very first deduction out of your paycheck. That's what I thought. Okay. Yes, ma'am. Okay. We are all good then. I appreciate you. You're welcome. So once you see that very first deduction outta your check of 85.39, the following Monday is when you finally have active coverage. So I would be looking at your paycheck to see when they finally do that first deduction of the \$85.39. And once you see that, the following Monday is when you finally have active coverage. And then by that, um, Thursday or Friday of your activation week, you should be receiving your cards. And then I was gonna let you know that for your VIP Classic, I'm not sure if they told you already, but for your VIP Classic, those cards, the medical cards never really get- Mm-hmm. ... sent out to the members. Um, so that Monday of your activation week, if you do want a physical one, you're welcome to give us a call and we can put in a request for you to receive it. Okay. I would really like that. Would it be one card for myself that would be for everybody, or does everybody- Correct. ... get each, each one? Um, it would be one card and it would be for everybody. Oh, okay. Mm-hmm. Okay, sounds good. Okay. I appreciate you. Thank you so much. You're welcome. Have a nice day. Thank you. 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 on a Card. My name's Stephanie. How can I assist you?

Speaker speaker\_2: Hi, Stephanie. This is Marisol Fernandez. I just wanted to know if y'all received the Social Security Numbers of my kids and myself, and to see when, um, this was going to be active?

Speaker speaker\_1: Okay. Yeah. Um, what is the staffing agency that you're with?

Speaker speaker\_2: Uh, BDSS.

Speaker speaker\_1: Okay. And then the last four of your social, please?

Speaker speaker\_2: 6039.

Speaker speaker\_1: Thank you. And your first and last name? Did you say Maria?

Speaker speaker\_2: Ma- uh, Marisol Fernandez.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_2: You're welcome.

Speaker speaker\_1: For security purposes, could you please verify your address as well as your date of birth?

Speaker speaker\_2: Uh, sure. So my address is 605 East Atlanta Avenue in Phoenix, um, 85040. And my... What was the other one? My birthday?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Oh, 08251979. Thank you.

Speaker speaker\_1: Okay. Is your phone number, um, 469-894-9090?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right, and then I have your first name, 58.mu@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay, thank you. All right. Let me verify real quick.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: Okay. So it looks like we do have the child's information. Um, we have three kids, two females and a male. Angel, Selma, Maya, M-Y-A?

Speaker speaker\_2: Maya.

Speaker speaker\_1: Maya?

Speaker speaker\_2: It's Maya.

Speaker speaker\_1: Um, so we do have their information in the system. You still don't have active coverage. So you'll have active coverage whenever you see the very first deduction out of your paycheck.

Speaker speaker\_2: That's what I thought. Okay.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Okay. We are all good then. I appreciate you.

Speaker speaker\_1: You're welcome. So once you see that very first deduction outta your check of 85.39, the following Monday is when you finally have active coverage. So I would be looking at your paycheck to see when they finally do that first deduction of the \$85.39. And once you see that, the following Monday is when you finally have active coverage. And then by that, um, Thursday or Friday of your activation week, you should be receiving your cards. And then I was gonna let you know that for your VIP Classic, I'm not sure if they told you already, but for your VIP Classic, those cards, the medical cards never really get-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... sent out to the members. Um, so that Monday of your activation week, if you do want a physical one, you're welcome to give us a call and we can put in a request for you to receive it.

Speaker speaker\_2: Okay. I would really like that. Would it be one card for myself that would be for everybody, or does everybody-

Speaker speaker\_1: Correct.

Speaker speaker\_2: ... get each, each one?

Speaker speaker\_1: Um, it would be one card and it would be for everybody.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Okay, sounds good. Okay. I appreciate you. Thank you so much.

Speaker speaker\_1: You're welcome. Have a nice day.

Speaker speaker\_2: Thank you. You too. Bye-bye.