

Transcript: Estefania

Acevedo-5125971306397696-6617903090155520

Full Transcript

Yeah, back off. Hmm. Fuckers. Fuckers. Fuck. Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you? Yes, how you doing, Stephanie? Hey. Good, thank you. How about you? Well, thank you. Can you hear me? Yes, sir, I can. I was wondering to call you, um, my daughter enrolled me in the insurance, but I wanted to see if I was enrolled. I never received my insurance card for medical and anything. Okay. Yeah, I can check. Um, what staff and agency do you work for? I work for, uh, Cara, Cara Staffing. And then, what is the last four of your social? 0550. Okay. And then for security purposes, can you verify your address and date of birth? Um, address is 6730 Judson Avenue, Las Vegas, Nevada. And date of birth is September 7th, 1970. Is 702-677-1370 your phone number? Um, 1370, yes. And then I have elijah, your last name, @gmail.com. It should be elisacamonca@gmail.com. Okay. Just a second, let me change that. Yeah. Yeah, it should be the same as, as mine. Okay, gotcha. Thank you. And let's see. So... So your coverage is active. Um, you never got your cards, you said? I never got- Did you ever get your... Did you ever get a dental card? I never got anything. Oh, okay. That's weird. No dental, no, no dental, no, um, anything. Even when I went to the dentist I had to pay out of my pocket. I had no card, I had nothing. Okay. So if you want, I can send you your, um, your cards via email and then I can go ahead and put a request for them so that you can get them to your house. Is that the- Yes. ... address that it's going to? 6730 Judson Avenue. Uh-huh. And then- Yeah. ... is the ZIP code correct? Is it 89156? Yes, ma'am. Um, yeah, if you could send that, um, that email to my, um, to, um- Okay, yeah, I can. To my daughter, to elisacamonca@gmail.com. And then- Because I'm going to the doctor tomorrow because I pulled a muscle in my back and... Oh, no. Okay. Yeah. Yeah, I'll send it- Yeah. ... to her. Um, you said to your daughter, right? Yeah, it's gonna be, um, Alyssa. Okay. You should have her, her thing, elisacamonca@gmail.com. Okay, yeah, I'll send it to her and then I, I'm also sending you your registration steps for your, for your ads. Okay, I would actually- So I'll send her two emails. I would actually appreciate it so I could go to the doctor tomorrow and I could give them all that information over the phone. Okay. Yes, sir. Um, can I put you in a brief hold while I send her that? No problem. Okay, I'll be right back. Okay. Thank you. Hey. This is a sketchy number. Hold on there, okay? Yeah. Okay. Thank you for your hold, Mr. Lee. Yeah. I went ahead and emailed that to your daughter, so she should be getting two different emails, one with your cards, being the VIP standard, which is your medical card and your dental card. And she should also get, um, the registration steps for your, for your ETS account. And I went ahead and requested your cards as well. Okay. Thank you. I really appreciate it. You're welcome. And then it should come from an email that says info@benefitsinacard. So if for some reason when she pulls it up she doesn't see it, I would check for the spam and the junk. But she should have definitely got it. Oh, check for the spam and junk? Yes. Just in case she doesn't see it in her, like main mail, I

would also check the spam and the junk for, um, that email. It should come from an email- Okay. ... that says info@benefitsinacard.com. Info@benefitsinacard... Oh. Inacard.com. Mm-hmm. Correct. All right. All right, thank you. What was your name? My name is Stephanie. All right, Stephanie. You have a wonderful day. You have a good weekend. Thank you. You too. Have a nice day. You too. Thank you for your help. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Yeah, back off. Hmm. Fuckers. Fuckers. Fuck.

Speaker speaker_1: Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you?

Speaker speaker_0: Yes, how you doing, Stephanie?

Speaker speaker_1: Hey. Good, thank you. How about you?

Speaker speaker_0: Well, thank you. Can you hear me?

Speaker speaker_1: Yes, sir, I can.

Speaker speaker_0: I was wondering to call you, um, my daughter enrolled me in the insurance, but I wanted to see if I was enrolled. I never received my insurance card for medical and anything.

Speaker speaker_1: Okay. Yeah, I can check. Um, what staff and agency do you work for?

Speaker speaker_0: I work for, uh, Cara, Cara Staffing.

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

Speaker speaker_0: 0550.

Speaker speaker_1: Okay. And then for security purposes, can you verify your address and date of birth?

Speaker speaker_0: Um, address is 6730 Judson Avenue, Las Vegas, Nevada. And date of birth is September 7th, 1970.

Speaker speaker_1: Is 702-677-1370 your phone number?

Speaker speaker_0: Um, 1370, yes.

Speaker speaker_1: And then I have elijah, your last name, @gmail.com.

Speaker speaker_0: It should be elisacamonca@gmail.com.

Speaker speaker_1: Okay. Just a second, let me change that.

Speaker speaker_0: Yeah. Yeah, it should be the same as, as mine.

Speaker speaker_1: Okay, gotcha. Thank you. And let's see. So... So your coverage is active. Um, you never got your cards, you said?

Speaker speaker_0: I never got-

Speaker speaker_1: Did you ever get your... Did you ever get a dental card?

Speaker speaker_0: I never got anything.

Speaker speaker_1: Oh, okay. That's weird.

Speaker speaker_0: No dental, no, no dental, no, um, anything. Even when I went to the dentist I had to pay out of my pocket. I had no card, I had nothing.

Speaker speaker_1: Okay. So if you want, I can send you your, um, your cards via email and then I can go ahead and put a request for them so that you can get them to your house. Is that the-

Speaker speaker_0: Yes.

Speaker speaker_1: ... address that it's going to?

Speaker speaker_0: 6730 Judson Avenue.

Speaker speaker_1: Uh-huh. And then-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... is the ZIP code correct? Is it 89156?

Speaker speaker_0: Yes, ma'am. Um, yeah, if you could send that, um, that email to my, um, to, um-

Speaker speaker_1: Okay, yeah, I can.

Speaker speaker_0: To my daughter, to elisacamonca@gmail.com.

Speaker speaker_1: And then-

Speaker speaker_0: Because I'm going to the doctor tomorrow because I pulled a muscle in my back and...

Speaker speaker_1: Oh, no. Okay.

Speaker speaker_0: Yeah.

Speaker speaker_1: Yeah, I'll send it-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... to her. Um, you said to your daughter, right?

Speaker speaker_0: Yeah, it's gonna be, um, Alyssa.

Speaker speaker_1: Okay.

Speaker speaker_0: You should have her, her thing, elisacamonca@gmail.com.

Speaker speaker_1: Okay, yeah, I'll send it to her and then I, I'm also sending you your registration steps for your, for your ads.

Speaker speaker_0: Okay, I would actually-

Speaker speaker_1: So I'll send her two emails.

Speaker speaker_0: I would actually appreciate it so I could go to the doctor tomorrow and I could give them all that information over the phone.

Speaker speaker_2: Okay. Yes, sir. Um, can I put you in a brief hold while I send her that?

Speaker speaker_3: No problem.

Speaker speaker_2: Okay, I'll be right back.

Speaker speaker_3: Okay. Thank you.

Speaker speaker_4: Hey. This is a sketchy number. Hold on there, okay? Yeah.

Speaker speaker_1: Okay. Thank you for your hold, Mr. Lee.

Speaker speaker_4: Yeah.

Speaker speaker_1: I went ahead and emailed that to your daughter, so she should be getting two different emails, one with your cards, being the VIP standard, which is your medical card and your dental card. And she should also get, um, the registration steps for your, for your ETS account. And I went ahead and requested your cards as well.

Speaker speaker_4: Okay. Thank you. I really appreciate it.

Speaker speaker_1: You're welcome. And then it should come from an email that says info@benefitsinacard. So if for some reason when she pulls it up she doesn't see it, I would check for the spam and the junk. But she should have definitely got it.

Speaker speaker_4: Oh, check for the spam and junk?

Speaker speaker_1: Yes. Just in case she doesn't see it in her, like main mail, I would also check the spam and the junk for, um, that email. It should come from an email-

Speaker speaker_4: Okay.

Speaker speaker_1: ... that says info@benefitsinacard.com.

Speaker speaker_4: Info@benefitsinacard... Oh. Inacard.com.

Speaker speaker_1: Mm-hmm. Correct.

Speaker speaker_4: All right. All right, thank you. What was your name?

Speaker speaker_1: My name is Stephanie.

Speaker speaker_4: All right, Stephanie. You have a wonderful day. You have a good weekend.

Speaker speaker_1: Thank you. You too. Have a nice day.

Speaker speaker_4: You too. Thank you for your help.

Speaker speaker_1: Thank you.

Speaker speaker_4: Bye-bye.

Speaker speaker_1: Bye.