

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. My name is Stephanie. How can I assist you? Hey, Stephanie. Um, my name's Amaya Redondo. Um, I was trying to generate my, like, virtual ID cards for my dental insurance online and was getting an error. So I was wondering if it'd be possible to get my card information over the phone or have it mailed to me? Yes, ma'am. Um, what is the staffing agency that you're with? Um, it's with Oxford Consulting. Okay, and then what are the last four of your Social? 8480. And then what was your name again? Amaya Redondo de la Paz Chen. Okay, thank you. For security purposes, um, do you please mind verifying your address as well as your date of birth for me? Sure. The address is 6000 Artesia Circle, Unit 6212, Franklin, Tennessee 37067. And then date of birth is 11/22/95. Okay, thank you. Is your phone number still 734-358-2914? Yeah. That's correct. And then I have your first name, R-D-O-N-D-O, at gmail.com. Is that up-to-date? Um, it's R-E-D-O-N-D-O. Ooh, can you say that again? A-M-A-Y A-R-E-D-O-N-D-O? Yes, that's correct. Okay, thank you. I think I'm gonna go ahead and send you your dental card. Is that a good email to send it to? Yeah, that's perfect. Okay, I'll be right back. And then did you ever receive your physical card by any chance? No, I haven't received it. No. Okay, so if you want, I can go ahead and put in a request for them to send you one. Yeah, that... Great. Thank you. And then for now, I'll go ahead and send your, your virtual one. But I'll put in a request for you to receive it. Okay. Thank you. Oh, actually, I'm sorry. I'm just, um, looking at your file. So you still don't have active coverage. It looks like your coverage actually starts on Monday. Oh, okay. Um, for some reason I thought it started last Monday, but... Okay, so it will start on the 9th? Correct. So we- you should be getting your, um, dental card either Thursday or Friday. So on the 12th or the 13th, and then they should be available via email probably by the 11th, which is Wednesday. Okay. So all I just need to call back on Wednesday to have it emailed? Yes, ma'am. Mm-hmm. Okay, sounds good. I'll do that. Yes. All right. Um, did you have any more questions? Nope. That's all I needed. Thank you so much. You're welcome. Have a nice day. You too. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hey, Stephanie. Um, my name's Amaya Redondo. Um, I was trying to generate my, like, virtual ID cards for my dental insurance online and was getting an error. So

I was wondering if it'd be possible to get my card information over the phone or have it mailed to me?

Speaker speaker_0: Yes, ma'am. Um, what is the staffing agency that you're with?

Speaker speaker_1: Um, it's with Oxford Consulting.

Speaker speaker_0: Okay, and then what are the last four of your Social?

Speaker speaker_1: 8480.

Speaker speaker_0: And then what was your name again?

Speaker speaker_1: Amaya Redondo de la Paz Chen.

Speaker speaker_0: Okay, thank you. For security purposes, um, do you please mind verifying your address as well as your date of birth for me?

Speaker speaker_1: Sure. The address is 6000 Artesia Circle, Unit 6212, Franklin, Tennessee 37067. And then date of birth is 11/22/95.

Speaker speaker_0: Okay, thank you. Is your phone number still 734-358-2914?

Speaker speaker_1: Yeah. That's correct.

Speaker speaker_0: And then I have your first name, R-D-O-N-D-O, at gmail.com. Is that up-to-date?

Speaker speaker_1: Um, it's R-E-D-O-N-D-O.

Speaker speaker_0: Ooh, can you say that again? A-M-A-Y A-R-E-D-O-N-D-O?

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: Okay, thank you. I think I'm gonna go ahead and send you your dental card. Is that a good email to send it to?

Speaker speaker_1: Yeah, that's perfect.

Speaker speaker_0: Okay, I'll be right back. And then did you ever receive your physical card by any chance?

Speaker speaker_1: No, I haven't received it. No.

Speaker speaker_0: Okay, so if you want, I can go ahead and put in a request for them to send you one.

Speaker speaker_1: Yeah, that... Great. Thank you.

Speaker speaker_0: And then for now, I'll go ahead and send your, your virtual one. But I'll put in a request for you to receive it.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Oh, actually, I'm sorry. I'm just, um, looking at your file. So you still don't have active coverage. It looks like your coverage actually starts on Monday.

Speaker speaker_1: Oh, okay. Um, for some reason I thought it started last Monday, but... Okay, so it will start on the 9th?

Speaker speaker_0: Correct. So we- you should be getting your, um, dental card either Thursday or Friday. So on the 12th or the 13th, and then they should be available via email probably by the 11th, which is Wednesday.

Speaker speaker_1: Okay. So all I just need to call back on Wednesday to have it emailed?

Speaker speaker_0: Yes, ma'am. Mm-hmm.

Speaker speaker_1: Okay, sounds good. I'll do that.

Speaker speaker_0: Yes. All right. Um, did you have any more questions?

Speaker speaker_1: Nope. That's all I needed. Thank you so much.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: You too. Bye.