

## Transcript: Estefania

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### Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yes, ma'am, Ms. Stephanie. This is Edward Culpepper. Uh, I have, um, insurance and my company is Surge. Mm-hmm. And I would like to get my insurance card sent to me. Okay. Um, what's that? I'm sorry. What are the last four of your social? 0953. And I did see where they were taking it out on my last check. Okay. And then what was your guess, name again? I'm sorry. Edward Culpepper. Okay. Thank you. And then for security purposes, Edward, can you please verify the address that I have on file as well as your, your date of birth, please? 372252nd Fort Southwest, Lanai, Alabama 36863. Date of birth is 9-17-1967. Okay, thank you. You have 334-476-3435 as, as your phone number? Yes. Okay. Let me go ahead and email that to you. Um, I was gonna tell you that for the plan that you have, they normally don't mail that card out. But if you do want a physical one, I do have to request it. Did you want me to go ahead and request your card? Yes. Okay. And then I'll go ahead- And you can email me one too. Correct. Um, and then it is e., um, your last name, 15@gmail.com still? Can, can you send that to a different email address? Yes. What is it? It is K, L, the number four. Okay. P, E, R, @charter.net. Okay. I'ma go ahead and send that. I'ma put you in a brief hold while I get that ready. Okay. Okay, sir. I went ahead and emailed that to your, um, email. Can you please double check just to make sure that you did receive it? It should come from an email that says info@benefitsinacar.com. And then I also went ahead and put in a card request, so you should be getting that within seven to ten business days, not including weekends. Okay. So far, I haven't received anything. Um, can you also check your spam and your junk? 'Cause sometimes it gets sent there. And then I put- I have nothing on my... I have nothing there. I have K as in, um, Karen, F as in Frank, E as in elephant, E-F in elephant, R as in Romeo @charter.net. Yes. Okay, let me do that one more time then. Okay, let me send it one more time. Hmm. Okay, I just now resent it. Hmm. And then it says that one sent at 6:50 and the other one at 6:53. I don't see it. You might, you might just wanna just send it to the regular email that's on file. Okay. Um, let me do that. Okay, I just now sent that one, and that one it looks like it's E, your last name, 15@gmail.com. Okay. And then I would also check the spam and the junk as well. If you, if you'll hold on, I'll have to check it on my, on my phone. Okay. Yes, sir. Just give me a second. Okay. All right, let me go here and... Oh, okay, can you hear me? Yes, sir. Mm-hmm. Okay. Is this supposed to be- Yes, sir. ... uh, American Public expanding the Benefits Horizon? 'Cause that's what I've got. Third staffing, yeah. All righty. Let me do this real quickly. Hmm. I'm gonna try to send this thing. Boom. Okay, to... There, so collect, and send. And this if I got it on my regular computer. Okay. I'm gonna try to print this, go to print.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Yes, ma'am, Ms. Stephanie. This is Edward Culpepper. Uh, I have, um, insurance and my company is Surge.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: And I would like to get my insurance card sent to me.

Speaker speaker\_0: Okay. Um, what's that? I'm sorry. What are the last four of your social?

Speaker speaker\_1: 0953. And I did see where they were taking it out on my last check.

Speaker speaker\_0: Okay. And then what was your guess, name again? I'm sorry.

Speaker speaker\_1: Edward Culpepper.

Speaker speaker\_0: Okay. Thank you. And then for security purposes, Edward, can you please verify the address that I have on file as well as your, your date of birth, please?

Speaker speaker\_1: 372252nd Fort Southwest, Lanai, Alabama 36863. Date of birth is 9-17-1967.

Speaker speaker\_0: Okay, thank you. You have 334-476-3435 as, as your phone number?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Let me go ahead and email that to you. Um, I was gonna tell you that for the plan that you have, they normally don't mail that card out. But if you do want a physical one, I do have to request it. Did you want me to go ahead and request your card?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And then I'll go ahead-

Speaker speaker\_1: And you can email me one too.

Speaker speaker\_0: Correct. Um, and then it is e., um, your last name, 15@gmail.com still?

Speaker speaker\_1: Can, can you send that to a different email address?

Speaker speaker\_0: Yes. What is it?

Speaker speaker\_1: It is K, L, the number four.

Speaker speaker\_0: Okay.

Speaker speaker\_1: P, E, R, @charter.net.

Speaker speaker\_0: Okay. I'ma go ahead and send that. I'ma put you in a brief hold while I get that ready.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay, sir. I went ahead and emailed that to your, um, email. Can you please double check just to make sure that you did receive it? It should come from an email that says info@benefitsinacar.com. And then I also went ahead and put in a card request, so you should be getting that within seven to ten business days, not including weekends.

Speaker speaker\_2: Okay. So far, I haven't received anything.

Speaker speaker\_0: Um, can you also check your spam and your junk? 'Cause sometimes it gets sent there. And then I put-

Speaker speaker\_2: I have nothing on my... I have nothing there.

Speaker speaker\_0: I have K as in, um, Karen, F as in Frank, E as in elephant, E-F in elephant, R as in Romeo @charter.net.

Speaker speaker\_2: Yes.

Speaker speaker\_0: Okay, let me do that one more time then. Okay, let me send it one more time.

Speaker speaker\_2: Hmm.

Speaker speaker\_0: Okay, I just now resent it.

Speaker speaker\_2: Hmm.

Speaker speaker\_0: And then it says that one sent at 6:50 and the other one at 6:53.

Speaker speaker\_2: I don't see it. You might, you might just wanna just send it to the regular email that's on file.

Speaker speaker\_0: Okay. Um, let me do that. Okay, I just now sent that one, and that one it looks like it's E, your last name, 15@gmail.com.

Speaker speaker\_2: Okay.

Speaker speaker\_0: And then I would also check the spam and the junk as well.

Speaker speaker\_2: If you, if you'll hold on, I'll have to check it on my, on my phone.

Speaker speaker\_0: Okay. Yes, sir.

Speaker speaker\_2: Just give me a second. Okay. All right, let me go here and... Oh, okay, can you hear me?

Speaker speaker\_0: Yes, sir. Mm-hmm.

Speaker speaker\_2: Okay. Is this supposed to be-

Speaker speaker\_0: Yes, sir.

Speaker speaker\_2: ... uh, American Public expanding the Benefits Horizon? 'Cause that's what I've got. Third staffing, yeah. All righty. Let me do this real quickly. Hmm. I'm gonna try to send this thing. Boom. Okay, to... There, so collect, and send. And this if I got it on my regular computer. Okay. I'm gonna try to print this, go to print.