

## **Transcript: Estefania**

**Acevedo-5348559476408320-5241584860184576**

### **Full Transcript**

Thank you for calling for the benefit of a card. My name is Stephanie. Can I assist you? Yes, hello, Stephanie. My name's S. Bond Luna. How can I help you today? Yes, I'm calling 'cause I'm trying to get seen here at the doctor's, but they need my, uh, I guess my medical card. Okay. What staffing agency do you work for? Uh, SST. And then what is the last four of your social? It's gonna be 9493. Luna? Yes. For security purposes, can you verify your address and date of birth? Yep. It's 316 West Duff Street in Edinburg, Texas. And then date of birth was 10/30/97. Okay. Then I have 956-292-8169. Is that correct? Yes. And then is it a good email to send the cards to, eluna10841@gmail.com? Yes. Did you want me to send all of them or only that specific card? Uh, all of them, please. Okay. Um, I'm gonna put you in a brief hold while I send you that over. Once I send it, I'll get you to verify just so that I'm sure that you did get it. Okay. Okay. I'll be right back. Hey, um, I don't know if you can please check your email just so that I'm sure that you did receive your card. I was gonna tell you that for your, your, um, Vision, that card isn't ready yet but I did put the policy number on there just in case you needed it. Hello? Hello? Oh. Yes. Um, do you mind verifying your email just so that I'm sure that you did receive it? Can you please check... It should come from info@... you know, card.com. And then the card that you're needing is the one that says APL. Okay. Yes. I, I, I got it here. All right. So those are your cards and like I said ... where it's like, um, the digital one for your Vis- isn't available yet so I just put your policy number where it says Vision. Okay. Yeah. And then you should be getting your cards, the physical ones this week. Okay. Awesome. Okay? But in the meantime, those are the digital ones. Um, I was gonna tell you that for your VIP Classic plan, that, um, which is the one that you're actually needing, they normally don't mail that one out. So if you do want a physical one, I would have to request it. Did you want me to request it already? Um- Or did you just want a, a digital one? I guess a digital one will work. Okay. That's fine. Um, and then we're open from 8:00 AM up until 8:00 PM Monday through Friday Eastern Time, just in case you have any other questions. All right. Perfect. All right. Well, I hope you have a great day. Thank you. You too. Goodbye. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling for the benefit of a card. My name is Stephanie. Can I assist you?

Speaker speaker\_1: Yes, hello, Stephanie. My name's S. Bond Luna.

Speaker speaker\_0: How can I help you today?

Speaker speaker\_1: Yes, I'm calling 'cause I'm trying to get seen here at the doctor's, but they need my, uh, I guess my medical card.

Speaker speaker\_0: Okay. What staffing agency do you work for?

Speaker speaker\_1: Uh, SST.

Speaker speaker\_0: And then what is the last four of your social?

Speaker speaker\_1: It's gonna be 9493.

Speaker speaker\_0: Luna?

Speaker speaker\_1: Yes.

Speaker speaker\_0: For security purposes, can you verify your address and date of birth?

Speaker speaker\_1: Yep. It's 316 West Duff Street in Edinburg, Texas. And then date of birth was 10/30/97.

Speaker speaker\_0: Okay. Then I have 956-292-8169. Is that correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And then is it a good email to send the cards to, eluna10841@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Did you want me to send all of them or only that specific card?

Speaker speaker\_1: Uh, all of them, please.

Speaker speaker\_0: Okay. Um, I'm gonna put you in a brief hold while I send you that over. Once I send it, I'll get you to verify just so that I'm sure that you did get it.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. I'll be right back. Hey, um, I don't know if you can please check your email just so that I'm sure that you did receive your card. I was gonna tell you that for your, your, um, Vision, that card isn't ready yet but I did put the policy number on there just in case you needed it. Hello? Hello?

Speaker speaker\_2: Oh. Yes.

Speaker speaker\_0: Um, do you mind verifying your email just so that I'm sure that you did receive it? Can you please check... It should come from info@... you know, card.com. And then the card that you're needing is the one that says APL.

Speaker speaker\_2: Okay. Yes. I, I, I got it here.

Speaker speaker\_0: All right. So those are your cards and like I said ... where it's like, um, the digital one for your Vis- isn't available yet so I just put your policy number where it says Vision.

Speaker speaker\_2: Okay.

Speaker speaker\_0: Yeah. And then you should be getting your cards, the physical ones this week.

Speaker speaker\_2: Okay. Awesome.

Speaker speaker\_0: Okay? But in the meantime, those are the digital ones. Um, I was gonna tell you that for your VIP Classic plan, that, um, which is the one that you're actually needing, they normally don't mail that one out. So if you do want a physical one, I would have to request it. Did you want me to request it already?

Speaker speaker\_2: Um-

Speaker speaker\_0: Or did you just want a, a digital one?

Speaker speaker\_2: I guess a digital one will work.

Speaker speaker\_0: Okay. That's fine. Um, and then we're open from 8:00 AM up until 8:00 PM Monday through Friday Eastern Time, just in case you have any other questions.

Speaker speaker\_2: All right. Perfect.

Speaker speaker\_0: All right. Well, I hope you have a great day.

Speaker speaker\_2: Thank you. You too. Goodbye.

Speaker speaker\_0: Bye.