

## Transcript: Estefania

**Acevedo-5394766242693120-6321058500755456**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hey, I was just calling to see if I could get like a text or an email with my like insurance information. Um, I just got this ins- uh, this insurance through WSI and I'm still waiting on a like card or like any insurance information. Okay. Yeah. And I have like a doctor's appointment, so... Yeah. So, I can, um, definitely check to see if it's ready. Um, you said WSI? Yeah, I think it's Workforce Workforce or something like that. Okay. 'Cause we have two staffing agencies with those initials. We have Workforce Strategies and WorkSmart Inc. Uh, Workforce Strategies, I'm pretty sure. Okay. Thank you. And then what are the last four of your social? Uh, 9312. And your first and last name? Ashlee Schneider. Ashlee spelled with two Es. Okay. And then for security purposes, can you verify your address and date of birth? Uh, 1044 South Stoneridge Drive, July 17, 2000. And then the city and state. Uh, Plainwell, Michigan, 49080. 269-569-5515 is your phone number? Yep. The one I'm using right now. Okay. All right. And then what's a good email to send that to? Um, ashlee17schneider@gmail. Okay. Okay, thank you. Okay. So, let me see if that card is ready, um, 'cause normally I know it's ready like either Thursday or Wednesday, but I can check. And if it's not, I can also see if the policy number's ready. If so, I'll just go ahead- Okay. ... and provide it to you. Um, can I put you in a brief hold while I send that over? Yeah. Okay. I'll be right back. Okay. So, I didn't think it was gonna be ready either, but I just wanted to make sure. So, it's not ready yet because you just became active today. Um, so I'm gonna send an email to our main office to see if I can go ahead and get access to your policy number. Okay. Okay. Um, did you need it for tomorrow? Yeah, I need it by 8:00 AM tomorrow. Oh, okay. Um, I won't be here around that time, but let me see if I can leave notes to other people just in case we get it earlier and they can reach out to you. Um, but I'm gonna go ahead and send that email so that we can get your information. Since it's your first day, I don't have that yet. Okay. But I'll go ahead and email the main office. Um, our office, however, does open at 8:00 in the morning. Okay. Um, but I'll put that email in right now once I get off the phone- Okay. ... with you. Okay? And then I'll leave myself a note to send it whenever it's available. Like I said, the actual card is usually ready via email on Thursday, by Thursday. Um, so I'll leave myself a note to be checking throughout the week, but I'll definitely send that email today so that we can get ahold of your policy number. Okay. And then did you need it for your medical plan or for dental or vision? Um, for medical. Um- Medical? It's just like a regular primary doctor's visit. Got it. Okay. Okay, okay. I'm gonna go ahead and email that then. Okay. All right. Well, thank you for your time and then you should be hearing from us tomorrow. Okay. Thank you. Thank you. Have a nice day. You too. Bye-bye.

## 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: Hey, I was just calling to see if I could get like a text or an email with my like insurance information. Um, I just got this ins- uh, this insurance through WSI and I'm still waiting on a like card or like any insurance information.

Speaker speaker\_0: Okay. Yeah.

Speaker speaker\_1: And I have like a doctor's appointment, so...

Speaker speaker\_0: Yeah. So, I can, um, definitely check to see if it's ready. Um, you said WSI?

Speaker speaker\_1: Yeah, I think it's Workforce Workforce or something like that.

Speaker speaker\_0: Okay. 'Cause we have two staffing agencies with those initials. We have Workforce Strategies and WorkSmart Inc.

Speaker speaker\_1: Uh, Workforce Strategies, I'm pretty sure.

Speaker speaker\_0: Okay. Thank you. And then what are the last four of your social?

Speaker speaker\_1: Uh, 9312.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Ashlee Schneider. Ashlee spelled with two Es.

Speaker speaker\_0: Okay. And then for security purposes, can you verify your address and date of birth?

Speaker speaker\_1: Uh, 1044 South Stoneridge Drive, July 17, 2000.

Speaker speaker\_0: And then the city and state.

Speaker speaker\_1: Uh, Plainwell, Michigan, 49080.

Speaker speaker\_0: 269-569-5515 is your phone number?

Speaker speaker\_1: Yep. The one I'm using right now.

Speaker speaker\_0: Okay. All right. And then what's a good email to send that to?

Speaker speaker\_1: Um, ashlee17schneider@gmail.

Speaker speaker\_0: Okay. Okay, thank you. Okay. So, let me see if that card is ready, um, 'cause normally I know it's ready like either Thursday or Wednesday, but I can check. And if it's not, I can also see if the policy number's ready. If so, I'll just go ahead-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... and provide it to you. Um, can I put you in a brief hold while I send that over?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. I'll be right back. Okay. So, I didn't think it was gonna be ready either, but I just wanted to make sure. So, it's not ready yet because you just became active today. Um, so I'm gonna send an email to our main office to see if I can go ahead and get access to your policy number.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. Um, did you need it for tomorrow?

Speaker speaker\_1: Yeah, I need it by 8:00 AM tomorrow.

Speaker speaker\_0: Oh, okay. Um, I won't be here around that time, but let me see if I can leave notes to other people just in case we get it earlier and they can reach out to you. Um, but I'm gonna go ahead and send that email so that we can get your information. Since it's your first day, I don't have that yet.

Speaker speaker\_1: Okay.

Speaker speaker\_0: But I'll go ahead and email the main office. Um, our office, however, does open at 8:00 in the morning.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, but I'll put that email in right now once I get off the phone-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... with you. Okay? And then I'll leave myself a note to send it whenever it's available. Like I said, the actual card is usually ready via email on Thursday, by Thursday. Um, so I'll leave myself a note to be checking throughout the week, but I'll definitely send that email today so that we can get ahold of your policy number.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And then did you need it for your medical plan or for dental or vision?

Speaker speaker\_1: Um, for medical. Um-

Speaker speaker\_0: Medical?

Speaker speaker\_1: It's just like a regular primary doctor's visit.

Speaker speaker\_0: Got it. Okay. Okay, okay. I'm gonna go ahead and email that then.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. Well, thank you for your time and then you should be hearing from us tomorrow.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: Thank you. Have a nice day.

Speaker speaker\_1: You too. Bye-bye.