

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. I was calling to, uh, retrieve my policy number for my vision and medical. Uh, this is Tony Chapman calling. Okay. Um, what staff and agency are you with? I'm with temp staff. And then the last four numbers, please? Uh, 2049. For security purposes, can you verify your address and date of birth? Um, address is 2563 Woodruff Road, Batesville, Mississippi 38606. And birthdate is March 5th, 1993. Thank you. Then I have 2589-8550 as your phone number. Correct. And I have two emails, tonymakingdeals365@gmail.com and then tonychapman05930@gmail.com. Is that up to date still? Correct. Okay. And then did you need all of your cards or did you need specific ones? Uh, no. For right now, I'm gonna need my medical and my vision. Okay. Did you just want me to send them all instead? You know what? That would be best. Okay. Yeah. Um, let me go ahead and email that to you. What email do you prefer or did you want me to send it to both? Uh, you can send to both. Okay. Um, I'm gonna put you in a brief hold while I do that. Okay. Then I'll get you to verify to make sure that you receive it. All right. Okay. I'll be right back. All right. Okay. Thank you for your hold. Okay. So, I'm checking to see and right now I'm not getting access to your cards for some reason. I had emailed the main office to see if they can go ahead and send me your cards over, since I wasn't able to do it. So most likely, you should be getting a call back from me tomorrow. It typically takes like 24 hours for them to respond. Okay, that's fine. I know, uh, when I called last week I was informed that, I think, uh, the temp staff agent I work f- or work for, work through, haven't submitted some forms yet, I guess- Mm-hmm. ... for the new update. Gotcha. Yeah. And just waiting on a confirmation for that. So I know that your new coverage, like for your elite standard plan MEC dental vision, it went into effect on the 28th. Um, but I went ahead and emailed them to see if they could please send your cards over. So you should be getting a call back from me tomorrow. And if you don't answer for some reason- Okay. ... I will be leaving you a voicemail letting you know, as well as sending you an email. And then if they have the cards ready, I'll just go ahead and email them as well, to your email on file. Okay. To both of them. Okay? All right. Thank you. You're welcome. I hope you have a great day. Okay. You too.

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. I was calling to, uh, retrieve my policy number for my vision and medical. Uh, this is Tony Chapman calling.

Speaker speaker_0: Okay. Um, what staff and agency are you with?

Speaker speaker_1: I'm with temp staff.

Speaker speaker_0: And then the last four numbers, please?

Speaker speaker_1: Uh, 2049.

Speaker speaker_0: For security purposes, can you verify your address and date of birth?

Speaker speaker_1: Um, address is 2563 Woodruff Road, Batesville, Mississippi 38606. And birthdate is March 5th, 1993.

Speaker speaker_0: Thank you. Then I have 2589-8550 as your phone number.

Speaker speaker_1: Correct.

Speaker speaker_0: And I have two emails, tonymakingdeals365@gmail.com and then tonychapman05930@gmail.com. Is that up to date still?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. And then did you need all of your cards or did you need specific ones?

Speaker speaker_1: Uh, no. For right now, I'm gonna need my medical and my vision.

Speaker speaker_0: Okay. Did you just want me to send them all instead?

Speaker speaker_1: You know what? That would be best.

Speaker speaker_0: Okay. Yeah. Um, let me go ahead and email that to you. What email do you prefer or did you want me to send it to both?

Speaker speaker_1: Uh, you can send to both.

Speaker speaker_0: Okay. Um, I'm gonna put you in a brief hold while I do that.

Speaker speaker_1: Okay.

Speaker speaker_0: Then I'll get you to verify to make sure that you receive it.

Speaker speaker_1: All right.

Speaker speaker_0: Okay. I'll be right back.

Speaker speaker_1: All right.

Speaker speaker_0: Okay. Thank you for your hold. Okay. So, I'm checking to see and right now I'm not getting access to your cards for some reason. I had emailed the main office to see if they can go ahead and send me your cards over, since I wasn't able to do it. So most likely, you should be getting a call back from me tomorrow. It typically takes like 24 hours for them to

respond.

Speaker speaker_2: Okay, that's fine. I know, uh, when I called last week I was informed that, I think, uh, the temp staff agent I work f- or work for, work through, haven't submitted some forms yet, I guess-

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: ... for the new update.

Speaker speaker_0: Gotcha. Yeah.

Speaker speaker_2: And just waiting on a confirmation for that.

Speaker speaker_0: So I know that your new coverage, like for your elite standard plan MEC dental vision, it went into effect on the 28th. Um, but I went ahead and emailed them to see if they could please send your cards over. So you should be getting a call back from me tomorrow. And if you don't answer for some reason-

Speaker speaker_2: Okay.

Speaker speaker_0: ... I will be leaving you a voicemail letting you know, as well as sending you an email. And then if they have the cards ready, I'll just go ahead and email them as well, to your email on file.

Speaker speaker_2: Okay.

Speaker speaker_0: To both of them. Okay?

Speaker speaker_2: All right. Thank you.

Speaker speaker_0: You're welcome. I hope you have a great day.

Speaker speaker_2: Okay. You too.