

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? Hey, my name is Alan Young. I have, uh, dental insurance through you guys, through Focus, and I've never got a card sent to me. Is there any, um... Yeah, I can send it to you. Um, y- you said you're with Focus? Yeah. Okay. And then, what are the last four of your Social? 2024. Let's see. Give me one second, please. My address might change, and my phone number is obviously the one I'm calling y'all, so, but I lost my old phone, um, off my bike, so my motorcycle, so if it's not okay. Okay. Yeah, so. Um, and then can I please get your first and last name? Alan, A-L-A-N, and then Young, Y-O-U-N-G, two, two additional spells. Okay. Okay, thank you. And can you verify your birthday and then the address that you think that's on file? Well, so I would say that 5/24/1997 is my birthday, and then, uh, 314 East 4th or 734 Liberty. Okay, so it's the 734 Liberty. Um- That's the right address. ... did he- It, it's the right one? Yeah. Okay. And then it's in what city again? Ottawa. Kansas. Yep, 6-0, yeah. Is it 6065? Okay. It's 6050. And then I have 204-1352 as your phone number, but you said that one's different, right? Yeah. That's the one I'm on now. Gotcha. Can, can you see if you can look at it or... Yes. 618-9163? Yeah, that's it. And then how about your email? Is it still alanmyoung47@gmail.com? Um, it's this, uh, if you use everything but the @gmail.com and change it to @icloud.com, that's the one I have now. Right. Okay, thank you. And then you just needed me to send... Did you say business? Business. Or did you want me to send all of them? All of them would be good. All of them? Okay. And then, did you ever get them physically? No. No? Okay, so if you want, I can go ahead and request them as well. Um, all of them, right? Yeah. Okay. All right. Okay. So I'm gonna put you in a brief hold while I do that request and while I send it to your email file. Okay. And then I'll get you to verify just to make sure that you did receive it. Okay. All right. I'll be right back. Okay, sir. If you could please verify that you received your cards, I went ahead and requested them, but you should be getting them within seven to 10 business days. And then, um, I went ahead and emailed that to you. I don't know if you mind verifying just to make sure that you did get them over. Okay. And then it should come from an email that says info@benefitsinacard.com. If you don't see it right away when you open your, um, email, I would also check your spam and junk file. But it comes from info@benefitsinacard.com. And then you should see those two attachments. Info ID card? Yes, sir. Okay. Okay. All right. Did you have any questions for me? Nope. All right. Well, I hope you have a great day. Thank you for calling. Yeah, you too. Thank you. Yep. Thank you.

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, my name is Alan Young. I have, uh, dental insurance through you guys, through Focus, and I've never got a card sent to me. Is there any, um...

Speaker speaker_0: Yeah, I can send it to you. Um, y- you said you're with Focus?

Speaker speaker_1: Yeah.

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

Speaker speaker_1: 2024.

Speaker speaker_0: Let's see. Give me one second, please.

Speaker speaker_1: My address might change, and my phone number is obviously the one I'm calling y'all, so, but I lost my old phone, um, off my bike, so my motorcycle, so if it's not okay.

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah, so.

Speaker speaker_0: Um, and then can I please get your first and last name?

Speaker speaker_1: Alan, A-L-A-N, and then Young, Y-O-U-N-G, two, two additional spells.

Speaker speaker_0: Okay. Okay, thank you. And can you verify your birthday and then the address that you think that's on file?

Speaker speaker_1: Well, so I would say that 5/24/1997 is my birthday, and then, uh, 314 East 4th or 734 Liberty.

Speaker speaker_0: Okay, so it's the 734 Liberty. Um-

Speaker speaker_1: That's the right address.

Speaker speaker_0: ... did he- It, it's the right one?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. And then it's in what city again?

Speaker speaker_1: Ottawa.

Speaker speaker_0: Kansas.

Speaker speaker_1: Yep, 6-0, yeah.

Speaker speaker_0: Is it 6065? Okay.

Speaker speaker_1: It's 6050.

Speaker speaker_0: And then I have 204-1352 as your phone number, but you said that one's different, right?

Speaker speaker_1: Yeah. That's the one I'm on now.

Speaker speaker_0: Gotcha.

Speaker speaker_1: Can, can you see if you can look at it or...

Speaker speaker_0: Yes. 618-9163?

Speaker speaker_1: Yeah, that's it.

Speaker speaker_0: And then how about your email? Is it still alanmyoung47@gmail.com?

Speaker speaker_1: Um, it's this, uh, if you use everything but the @gmail.com and change it to @icloud.com, that's the one I have now.

Speaker speaker_0: Right. Okay, thank you. And then you just needed me to send... Did you say business?

Speaker speaker_1: Business.

Speaker speaker_0: Or did you want me to send all of them?

Speaker speaker_1: All of them would be good.

Speaker speaker_0: All of them? Okay. And then, did you ever get them physically?

Speaker speaker_1: No.

Speaker speaker_0: No? Okay, so if you want, I can go ahead and request them as well. Um, all of them, right?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. All right. Okay. So I'm gonna put you in a brief hold while I do that request and while I send it to your email file.

Speaker speaker_1: Okay.

Speaker speaker_0: And then I'll get you to verify just to make sure that you did receive it.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. I'll be right back. Okay, sir. If you could please verify that you received your cards, I went ahead and requested them, but you should be getting them within seven to 10 business days. And then, um, I went ahead and emailed that to you. I don't know if you mind verifying just to make sure that you did get them over.

Speaker speaker_2: Okay.

Speaker speaker_0: And then it should come from an email that says info@benefitsinacard.com. If you don't see it right away when you open your, um, email, I

would also check your spam and junk file. But it comes from info@benefitsinacard.com. And then you should see those two attachments.

Speaker speaker_2: Info ID card?

Speaker speaker_0: Yes, sir.

Speaker speaker_2: Okay. Okay.

Speaker speaker_0: All right. Did you have any questions for me?

Speaker speaker_2: Nope.

Speaker speaker_0: All right. Well, I hope you have a great day. Thank you for calling.

Speaker speaker_2: Yeah, you too. Thank you. Yep.

Speaker speaker_0: Thank you.