

## **Transcript: Estefania**

**Acevedo-5513096151613440-5672050206883840**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Stephanie, my name's Ann Stover. Um, I just tried to go to the eye doctor with my insurance card that was emailed to me from you guys, and they can't pull me up in any system anywhere. Okay. I can check to see if you're coming up active with a carrier. Um, what's the name of your staffing agency? AcuForce. Okay. And then what is the last four of your Social? 1308. And your first and last name, please? First name is Ann, A-N-N. Last name of Stover, S-T-O-V-E-R. Okay. Thank you. And for security purposes, can you please verify your address and date of birth? Um, 292 Ellis Road, Waterville, Tennessee 37617 and 5/28/1971. I have 423-297-6664 as your phone number. Correct. And then I have your first name, last name @ymail.com? Correct. Okay. Thank you. All right. Give me one second while I call to see if you're showing up as active with a carrier. Um, I'll put you in a brief hold real quick, okay? Mm-hmm. Okay.

### **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: Stephanie, my name's Ann Stover. Um, I just tried to go to the eye doctor with my insurance card that was emailed to me from you guys, and they can't pull me up in any system anywhere.

Speaker speaker\_0: Okay. I can check to see if you're coming up active with a carrier. Um, what's the name of your staffing agency?

Speaker speaker\_1: AcuForce.

Speaker speaker\_0: Okay. And then what is the last four of your Social?

Speaker speaker\_1: 1308.

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

Speaker speaker\_1: First name is Ann, A-N-N. Last name of Stover, S-T-O-V-E-R.

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

Speaker speaker\_1: Um, 292 Ellis Road, Waterville, Tennessee 37617 and 5/28/1971.

Speaker speaker\_0: I have 423-297-6664 as your phone number.

Speaker speaker\_1: Correct.

Speaker speaker\_0: And then I have your first name, last name @ymail.com?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. Thank you. All right. Give me one second while I call to see if you're showing up as active with a carrier. Um, I'll put you in a brief hold real quick, okay?

Speaker speaker\_1: Mm-hmm. Okay.