

## **Transcript: Estefania**

**Acevedo-5596112720936960-5730204804366336**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yes. My name is Chauncey Harris. I was trying to, uh, download my, uh, benefits card and it's not letting me. It's not recognizing my, uh, staffing agency. Okay. Yeah. I can help you with that. Uh, what's the name of your staffing agency? Reac, uh, On Track Staffing. On Track? Okay. And then, what are the last four of your Social? 4725. Okay. And your first and last name? Chauncey Harris. For security purposes, can you verify your address and date of birth? My address is 4319 North Shore Drive, Irving, Texas 75038 and, uh, my, um, date of birth is 01/28/67. Then I have 817-808-8879 as your phone number. Yes, ma'am. I have dropzonepro@outlook.com. Is that to date? Yes, ma'am. Okay. And then which one were you trying to get? I was trying to get my medical card. Okay. Just your medical? Yes. I think I have the other two. Okay. Give me one second. I'm gonna put you in a brief hold and email that to you. Thank you. I came here to get my benefits card and they got me on hold. I got, I got the bills, I got the eyes, but I don't have the medical. I'm trying to get 'em, but They emailed you last week. I did try it. I went in there to talk to her. She said call them back that day, but I didn't get a chance to call. It just... She got me on hold. She had to pause the email. So I'll get it this after... this evening and I can print them out so I can- Hi. ... see who I'm gonna deal with. Hello? Uh, yes. I went ahead and emailed that to you. Do you mind confirming that you received it? Um, when you opened the card, I just noticed it just says vision providers. That one... The, the plan you have doesn't require an in-network, but if you do want a in-network provider, once you open the card, it's gonna say, "To locate a provider, call..." And then it's gonna give you the number. Okay. So, I have to go back to work right now, so probably when I get home this evening, I'll open it up and, uh, I am looking for an in-network, um, provider. Okay. Yeah. So it's a... Once you open your card, it's gonna be on the card. Okay. And it'll tell you to locate a provider and it'll give you the website and the phone number. Okay. All right. Well, thank you for your help. You're welcome. If you don't see it for some reason, you're welcome to give us a call back and we'll resend it again. But i- it should come from info@benefitsinacard.com, and I would also check your spam and junk just in case you don't see it. Okay. Well, thank you for your help. You're welcome. Have a nice day, sir. 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: Yes. My name is Chauncey Harris. I was trying to, uh, download my, uh, benefits card and it's not letting me. It's not recognizing my, uh, staffing agency.

Speaker speaker\_0: Okay. Yeah. I can help you with that. Uh, what's the name of your staffing agency?

Speaker speaker\_1: Reac, uh, On Track Staffing.

Speaker speaker\_0: On Track? Okay. And then, what are the last four of your Social?

Speaker speaker\_1: 4725.

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

Speaker speaker\_1: Chauncey Harris.

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

Speaker speaker\_1: My address is 4319 North Shore Drive, Irving, Texas 75038 and, uh, my, um, date of birth is 01/28/67.

Speaker speaker\_0: Then I have 817-808-8879 as your phone number.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: I have dropzonepro@outlook.com. Is that to date?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. And then which one were you trying to get?

Speaker speaker\_1: I was trying to get my medical card.

Speaker speaker\_0: Okay. Just your medical?

Speaker speaker\_1: Yes. I think I have the other two.

Speaker speaker\_0: Okay. Give me one second. I'm gonna put you in a brief hold and email that to you.

Speaker speaker\_1: Thank you. I came here to get my benefits card and they got me on hold. I got, I got the bills, I got the eyes, but I don't have the medical. I'm trying to get 'em, but

Speaker speaker\_2: They emailed you last week. I did try it. I went in there to talk to her. She said call them back that day, but I didn't get a chance to call. It just... She got me on hold. She had to pause the email.

Speaker speaker\_1: So I'll get it this after... this evening and I can print them out so I can-

Speaker speaker\_0: Hi.

Speaker speaker\_1: ... see who I'm gonna deal with. Hello?

Speaker speaker\_0: Uh, yes. I went ahead and emailed that to you. Do you mind confirming that you received it? Um, when you opened the card, I just noticed it just says vision

providers. That one... The, the plan you have doesn't require an in-network, but if you do want a in-network provider, once you open the card, it's gonna say, "To locate a provider, call..." And then it's gonna give you the number.

Speaker speaker\_1: Okay. So, I have to go back to work right now, so probably when I get home this evening, I'll open it up and, uh, I am looking for an in-network, um, provider.

Speaker speaker\_0: Okay. Yeah. So it's a... Once you open your card, it's gonna be on the card.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And it'll tell you to locate a provider and it'll give you the website and the phone number.

Speaker speaker\_1: Okay. All right. Well, thank you for your help.

Speaker speaker\_0: You're welcome. If you don't see it for some reason, you're welcome to give us a call back and we'll resend it again. But i- it should come from [info@benefitsinacard.com](mailto:info@benefitsinacard.com), and I would also check your spam and junk just in case you don't see it.

Speaker speaker\_1: Okay. Well, thank you for your help.

Speaker speaker\_0: You're welcome. Have a nice day, sir.

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