

## **Transcript: Estefania**

**Acevedo-5627161586745344-5662503731773440**

### **Full Transcript**

Thank you for calling Benefit to No Card. My name's Stephanie. How can I assist you? Hi, Stephanie. My name is Sabrina Beasley. I work for Crown and I was calling to see if maybe you could give me my member ID. Oh, yeah. Okay, thank you. I just need the last four of your Social. 2415. All right, and then just for security purposes, I do need you to verify your address and date of birth. It is 936 Shive Lane, 12/7/2000. And then can you please give me that city and state? Bowling Green, Kentucky, 42103. Thank you. And then I have 270-306-0690 is your phone number? Yes, ma'am. And then I have as your last name 1921 at outlook.com as your email address? Yes, ma'am. Okay, so I do see that you're enrolled but, um, you're still not active. We're still waiting for your staffing agency to make that first deduction. Oh, okay, that's weird. I've... I mean, I've been in... I've been with them for over a month. Okay. Yeah. So once you see that first deduction of the 15.67 from your paycheck, that following Monday of that first deduction is when your coverage becomes effective. Okay, thank you so much. You're welcome. Do you have any other questions? Uh, no, that's it. All right, have a nice day. You as well.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefit to No Card. My name's Stephanie. How can I assist you?

Speaker speaker\_1: Hi, Stephanie. My name is Sabrina Beasley. I work for Crown and I was calling to see if maybe you could give me my member ID.

Speaker speaker\_0: Oh, yeah.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: I just need the last four of your Social.

Speaker speaker\_1: 2415.

Speaker speaker\_0: All right, and then just for security purposes, I do need you to verify your address and date of birth.

Speaker speaker\_1: It is 936 Shive Lane, 12/7/2000.

Speaker speaker\_0: And then can you please give me that city and state?

Speaker speaker\_1: Bowling Green, Kentucky, 42103.

Speaker speaker\_0: Thank you. And then I have 270-306-0690 is your phone number?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And then I have as your last name 1921 at outlook.com as your email address?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay, so I do see that you're enrolled but, um, you're still not active. We're still waiting for your staffing agency to make that first deduction.

Speaker speaker\_1: Oh, okay, that's weird. I've... I mean, I've been in... I've been with them for over a month. Okay. Yeah.

Speaker speaker\_0: So once you see that first deduction of the 15.67 from your paycheck, that following Monday of that first deduction is when your coverage becomes effective.

Speaker speaker\_1: Okay, thank you so much.

Speaker speaker\_0: You're welcome. Do you have any other questions?

Speaker speaker\_1: Uh, no, that's it.

Speaker speaker\_0: All right, have a nice day.

Speaker speaker\_1: You as well.