

## **Transcript: Estefania**

**Acevedo-5642201543262208-5098041149014016**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Um, yes. Hello, Stephanie. I recently enrolled in coverage, um, but I have not received a card or anything. And I've got a doctor's appointment tomorrow. I went online to print it, but it's saying a digital card not valid yet, or not available yet. Okay. Yeah. I can check r- real quick. Um, what staffing agency do you work for? Creative Circle. And what are the last four of your social? 6506. And your first and last name? Michelle Hall. Okay. For security purposes, can you verify your address and date of birth for me? Sure. 7122 Brookstone, and that's in Houston, Texas 77040. And birthdate is 12-31-74. Okay. 281-731-7694 is your phone number? Correct. Okay. MMH8, I'm sorry, mmhall74@Yahoo.com is your... Gmail address. Okay. Mm-hmm. All right. So you'll probably receive them sometime this week, um, but I can go ahead and email them to you if you want. I can send you your- Yeah. That'd be perfect. ... AcrePlus, Dental, Ambition. Yeah. Yeah. That'd be perfect 'cause like I said, I have a doctor's appointment tomorrow that I can't reschedule, so... Okay. Yeah. Um, can I put you on a brief hold while I send that information over? Sure. Okay. Thank you. Hello? Okay. I went ahead and emailed that to you. You should have confirmed my email that says info@benefitsinacard.com. Do you mind double-checking just so that I'm sure that you did get it? Yeah. Let me check. Let's see. Okay. Looks like it did come through. I've got a dental, a vision... Looks like a vision one. Mm-hmm. And... And then the one that says, um, APL is your medical card. Oh, I see. The third one. I was like, "Wait a minute. Visual, dental, but where's the big one?" Okay. Mm-hmm. So. And then those numbers, you would just have to call to... For the... Right. Right. Mm-hmm. Awesome. Okay. Well, thank you so much. You welcome. Have a nice day. Okay. 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: Um, yes. Hello, Stephanie. I recently enrolled in coverage, um, but I have not received a card or anything. And I've got a doctor's appointment tomorrow. I went online to print it, but it's saying a digital card not valid yet, or not available yet.

Speaker speaker\_0: Okay. Yeah. I can check r- real quick. Um, what staffing agency do you work for?

Speaker speaker\_1: Creative Circle.

Speaker speaker\_0: And what are the last four of your social?

Speaker speaker\_1: 6506.

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

Speaker speaker\_1: Michelle Hall.

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

Speaker speaker\_1: Sure. 7122 Brookstone, and that's in Houston, Texas 77040. And birthdate is 12-31-74.

Speaker speaker\_0: Okay. 281-731-7694 is your phone number?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. MMH8, I'm sorry, mmhall74@Yahoo.com is your...

Speaker speaker\_1: Gmail address.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: All right. So you'll probably receive them sometime this week, um, but I can go ahead and email them to you if you want. I can send you your-

Speaker speaker\_1: Yeah. That'd be perfect.

Speaker speaker\_0: ... AcrePlus, Dental, Ambition.

Speaker speaker\_1: Yeah. Yeah. That'd be perfect 'cause like I said, I have a doctor's appointment tomorrow that I can't reschedule, so...

Speaker speaker\_0: Okay. Yeah. Um, can I put you on a brief hold while I send that information over?

Speaker speaker\_1: Sure.

Speaker speaker\_0: Okay. Thank you. Hello? Okay. I went ahead and emailed that to you. You should have confirmed my email that says info@benefitsinacard.com. Do you mind double-checking just so that I'm sure that you did get it?

Speaker speaker\_1: Yeah. Let me check. Let's see. Okay. Looks like it did come through. I've got a dental, a vision... Looks like a vision one.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: And...

Speaker speaker\_0: And then the one that says, um, APL is your medical card.

Speaker speaker\_1: Oh, I see. The third one. I was like, "Wait a minute. Visual, dental, but where's the big one?" Okay.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: So.

Speaker speaker\_0: And then those numbers, you would just have to call to... For the...

Speaker speaker\_1: Right. Right.

Speaker speaker\_0: Mm-hmm.

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

Speaker speaker\_0: You welcome. Have a nice day.

Speaker speaker\_1: Okay. Bye-bye.