

## Transcript: Estefania

**Acevedo-5649590596976640-5473350137200640**

### Full Transcript

Your call may be monitored or recorded for quality assurance- Thank you. ... purposes. Thank you for calling 888-123-4567. My name is Stephanie. How can I assist you? Hi, Stephanie. This is, uh, Kashama. I called about, uh, my card, my wife and me cards ins- insurance, medical insurance. Yes, sir. Um, what type of agency do you work for? Uh, Care Builders. Okay. And then what is the last four of your Social? Uh, the four last or all the numbers? The last four. Yeah, um, 8546. Okay. For security purposes, could you verify your address and your date of birth? 104 Forest Court, Louisville, Kentucky 40206. March 13, 1963. Okay. And then I have -200-4023 as your phone number? Yes. And then I have r-b-e-v-k-a-s-h-a-m-a- That's my email address. ... @yuma.com. Okay. That's my email. Um, and then you said that you haven't received your cards yet? No, me and my wife. Okay, let me see. So if you want, I can go ahead and... So your address is right. You probably haven't received them yet, but, um, if you want, I can go ahead and email you your cards to your email and file. I can send you your Dental, Vision and VIP+. And I was gonna let you know that for your VIP+ card, they normally don't send that out to you. Um, so if you do want a physical card, I would have to put in a request. So do you want me to go ahead and request it? Yeah. I need both because I have, uh, I have, um, a, uh, appointment. I have appointment. I need the, the electronic and then the physical, yes. Okay. Well, the physical one might take maybe like seven to ten business days for you to receive it. But I can definitely go ahead and put in a request for you to get the VIP+ sent to you. Yeah. And I can go ahead and email you your cards to your email so that you can them the day of the appointment. Yeah. You said that me and my wife, right? Yeah. Um, it's gonna be- Okay. ... the same card. Same c- uh, same card but, uh, two, not just one? It's gonna be only one. Yes. Okay. One for- Um, the- Both of us. If, uh, if I have my appointment, her hair her appointment, her, what she will do? I'm sorry. So- If I have... I have... I need two s- two sh- two sh- Yeah. So it's- She can have, uh, a, a hair appointment, she can do and me, uh, I can have- So it's one card for both of you guys. Um. Okay. It's gonna be the same policy number, but give me- Yeah. ... one second. Mm-hmm. . Same policy. Okay. Give me one second, slowly. Let me make sure that yours and hers went into effect because, um, I'm just now seeing that you did change your coverage level from employee to employee and spouse. Give me one second. Mm-hmm. Stephani- Stephanie, you didn't work b- yesterday? I'm sorry? You didn't work yesterday. I called all last week and this week. Nobody answered. I left, uh, yesterday I left, uh, the message, the voice message. Yeah, we weren't here. We didn't open yesterday. Okay. That's why. Mm-hmm. Yeah. Give me one second. I'm sorry. Okay. So I- Mm-hmm. ... just want to let you know that the, since you- Okay. ... changed your coverage from employee only to employee and spouse, um, the employee and spouse coverage hasn't taken effect yet. Okay? Why? So we're still... Um, because they haven't done that deduction yet for, um... Once you see the deduction of, let's

see, how much, of the \$110.88 has come out of your paycheck, that following Monday is when your, that coverage becomes effective. Um, but right now, you still have the employee only. So once they do the first deduction of \$110.88, the following Monday is when your spouse goes into effect. But right now, it's only- Okay. ... for employee only. But I can still s- But you'll send- ... subscribe to- You'll send me that... You'll send me her, hers too? I'm sorry. So her coverage- Her cover- ... hasn't gone into effect yet. You said Monday, that can be, uh, Monday or Friday? Yeah, the following Monday of once they take the first deduction of the \$110.... um, they still haven't done that. So only yours is active at the moment. That's what I'm trying to tell you. Once you see the first deduction of \$110 come out of your paycheck, the following Monday of that first deduction, of that new first deduction, when your wife's, um, coverage becomes effective. But right now, it's only yours 'cause they haven't done that- Okay. ... deduction yet. Okay. But I'm gonna go ahead and send your cards, okay? Okay. When they, they, they did, uh, they did, uh, they did, they, uh, they make the deduction- The deduction? ... for, uh- Yeah. ... yeah, for her? And then, uh- Not yet. ... uh- Yeah. So once they- No, the check, the check, it will- So once- It will be when? You don't know? I don't know. I won't know till, um, so I, I wouldn't be- Mm-hmm. ... able to tell you when they're gonna do that first deduction of the \$110. But once they do the deduction, the first deduction of \$110 from your paycheck, that following Monday is when her coverage becomes effective with you 'cause right now, um, for this week that passed, they, they did a deduction, but for \$66.20. And that was for the Level Up employee only. But once you see the \$110 come out of your paycheck, that's when her coverage becomes effective with yours. Okay. Okay? Thank you so much. But I'm gonna go ahead and, and send you your cards to your email, okay? So that you can have them. Okay, okay. Okay. Thank you. Okay? You're welcome. Give me one second. And then, uh, I'll call you after Monday just to see if you can send me a- Yes. ... okay, thank you. Yes, correct. Mm-hmm. Thank you. Give me one second. I'm gonna put you in a brief hold while I email you that information. Okay. Okay. I've been here before. Thank you for the hold. Um, I was just wanted to see if you've received that email that I sent you. It should have come from an email that says [info@benefitsinacard.com](mailto:info@benefitsinacard.com). Um, do you mind verifying that you received it, please? Yeah. Uh, uh, y- you want me to check? Yes. If you could, just so that I'm sure that you did get the cards that I emailed. Um, so I attached- Yeah. Uh, uh, y- yeah. I, I, I received that. Okay. Um, so I attached your dental, your vision, and then I also attached your medical card. Um, and then once you see that first deduction of the \$110, you're welcome to give us a call, and we can email you those new cards that include your wife in it. Okay. Thank you. Okay? And then, I went ahead and also requested, um, the physical VIP card. Um, I don't know if you just want me to actually wait to request it before I do that, um, since you added your wife in it. Do you just want me to... Do you just wanna call back and then request it? 'Cause, um- No. ... that one would include your wife, 'cause if I- Okay. ... ask for it now, it's gonna only- Okay. ... be for, uh... So, I, um- Okay. It'll be better if you just call and request it once you see that new deduction. Okay. Y- that, that's, uh, right, uh, Stephanie. Thank you. Okay. You're welcome. Have a nice day. Same to you. Thank you so much. You're welcome. Hmm. Okay, okay.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance-

Speaker speaker\_1: Thank you.

Speaker speaker\_0: ... purposes. Thank you for calling 888-123-4567. My name is Stephanie. How can I assist you?

Speaker speaker\_2: Hi, Stephanie. This is, uh, Kashama. I called about, uh, my card, my wife and me cards ins- insurance, medical insurance.

Speaker speaker\_1: Yes, sir. Um, what type of agency do you work for?

Speaker speaker\_2: Uh, Care Builders.

Speaker speaker\_1: Okay. And then what is the last four of your Social?

Speaker speaker\_2: Uh, the four last or all the numbers?

Speaker speaker\_1: The last four.

Speaker speaker\_2: Yeah, um, 8546.

Speaker speaker\_1: Okay. For security purposes, could you verify your address and your date of birth?

Speaker speaker\_2: 104 Forest Court, Louisville, Kentucky 40206. March 13, 1963.

Speaker speaker\_1: Okay. And then I have -200-4023 as your phone number?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And then I have r-b-e-v-k-a-s-h-a-m-a-

Speaker speaker\_2: That's my email address.

Speaker speaker\_1: ... @yuma.com. Okay.

Speaker speaker\_2: That's my email.

Speaker speaker\_1: Um, and then you said that you haven't received your cards yet?

Speaker speaker\_2: No, me and my wife.

Speaker speaker\_1: Okay, let me see. So if you want, I can go ahead and... So your address is right. You probably haven't received them yet, but, um, if you want, I can go ahead and email you your cards to your email and file. I can send you your Dental, Vision and VIP+. And I was gonna let you know that for your VIP+ card, they normally don't send that out to you. Um, so if you do want a physical card, I would have to put in a request. So do you want me to go ahead and request it?

Speaker speaker\_2: Yeah. I need both because I have, uh, I have, um, a, uh, appointment. I have appointment. I need the, the electronic and then the physical, yes.

Speaker speaker\_1: Okay. Well, the physical one might take maybe like seven to ten business days for you to receive it. But I can definitely go ahead and put in a request for you to get the VIP+ sent to you.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: And I can go ahead and email you your cards to your email so that you can them the day of the appointment. Yeah.

Speaker speaker\_2: You said that me and my wife, right?

Speaker speaker\_1: Yeah. Um, it's gonna be-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... the same card.

Speaker speaker\_2: Same c- uh, same card but, uh, two, not just one?

Speaker speaker\_1: It's gonna be only one.

Speaker speaker\_2: Yes. Okay. One for-

Speaker speaker\_1: Um, the-

Speaker speaker\_2: Both of us. If, uh, if I have my appointment, her hair her appointment, her, what she will do?

Speaker speaker\_1: I'm sorry. So-

Speaker speaker\_2: If I have... I have... I need two s- two sh- two sh-

Speaker speaker\_1: Yeah. So it's-

Speaker speaker\_2: She can have, uh, a, a hair appointment, she can do and me, uh, I can have-

Speaker speaker\_1: So it's one card for both of you guys. Um.

Speaker speaker\_2: Okay.

Speaker speaker\_1: It's gonna be the same policy number, but give me-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... one second.

Speaker speaker\_2: Mm-hmm. . Same policy. Okay.

Speaker speaker\_1: Give me one second, slowly. Let me make sure that yours and hers went into effect because, um, I'm just now seeing that you did change your coverage level from employee to employee and spouse. Give me one second.

Speaker speaker\_2: Mm-hmm. Stephani- Stephanie, you didn't work b- yesterday?

Speaker speaker\_1: I'm sorry?

Speaker speaker\_2: You didn't work yesterday. I called all last week and this week. Nobody answered. I left, uh, yesterday I left, uh, the message, the voice message.

Speaker speaker\_1: Yeah, we weren't here. We didn't open yesterday.

Speaker speaker\_2: Okay.

Speaker speaker\_1: That's why.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Yeah. Give me one second. I'm sorry. Okay. So I-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... just want to let you know that the, since you-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... changed your coverage from employee only to employee and spouse, um, the employee and spouse coverage hasn't taken effect yet. Okay?

Speaker speaker\_2: Why?

Speaker speaker\_1: So we're still... Um, because they haven't done that deduction yet for, um... Once you see the deduction of, let's see, how much, of the \$110.88 has come out of your paycheck, that following Monday is when your, that coverage becomes effective. Um, but right now, you still have the employee only. So once they do the first deduction of \$110.88, the following Monday is when your spouse goes into effect. But right now, it's only-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... for employee only. But I can still s-

Speaker speaker\_2: But you'll send-

Speaker speaker\_1: ... subscribe to-

Speaker speaker\_2: You'll send me that... You'll send me her, hers too?

Speaker speaker\_1: I'm sorry. So her coverage-

Speaker speaker\_2: Her cover-

Speaker speaker\_1: ... hasn't gone into effect yet.

Speaker speaker\_2: You said Monday, that can be, uh, Monday or Friday?

Speaker speaker\_1: Yeah, the following Monday of once they take the first deduction of the \$110.... um, they still haven't done that. So only yours is active at the moment. That's what I'm trying to tell you. Once you see the first deduction of \$110 come out of your paycheck, the following Monday of that first deduction, of that new first deduction, when your wife's, um,

coverage becomes effective. But right now, it's only yours 'cause they haven't done that-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... deduction yet.

Speaker speaker\_2: Okay.

Speaker speaker\_1: But I'm gonna go ahead and send your cards, okay?

Speaker speaker\_2: Okay. When they, they, they did, uh, they did, uh, they did, they, uh, they make the deduc- deduction-

Speaker speaker\_1: The deduction?

Speaker speaker\_2: ... for, uh-

Speaker speaker\_1: Yeah.

Speaker speaker\_2: ... yeah, for her? And then, uh-

Speaker speaker\_1: Not yet.

Speaker speaker\_2: ... uh-

Speaker speaker\_1: Yeah. So once they-

Speaker speaker\_2: No, the check, the check, it will-

Speaker speaker\_1: So once-

Speaker speaker\_2: It will be when? You don't know?

Speaker speaker\_1: I don't know. I won't know till, um, so I, I wouldn't be-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... able to tell you when they're gonna do that first deduction of the \$110. But once they do the deduction, the first deduction of \$110 from your paycheck, that following Monday is when her coverage becomes effective with you 'cause right now, um, for this week that passed, they, they did a deduction, but for \$66.20. And that was for the Level Up employee only. But once you see the \$110 come out of your paycheck, that's when her coverage becomes effective with yours.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay?

Speaker speaker\_2: Thank you so much.

Speaker speaker\_1: But I'm gonna go ahead and, and send you your cards to your email, okay? So that you can have them.

Speaker speaker\_2: Okay, okay. Okay. Thank you.

Speaker speaker\_1: Okay? You're welcome. Give me one second.

Speaker speaker\_2: And then, uh, I'll call you after Monday just to see if you can send me a-

Speaker speaker\_1: Yes.

Speaker speaker\_2: ... okay, thank you.

Speaker speaker\_1: Yes, correct. Mm-hmm.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: Give me one second. I'm gonna put you in a brief hold while I email you that information.

Speaker speaker\_2: Okay. Okay.

Speaker speaker\_3: I've been here before.

Speaker speaker\_1: Thank you for the hold. Um, I was just wanted to see if you've received that email that I sent you. It should have come from an email that says info@benefitsinacard.com. Um, do you mind verifying that you received it, please?

Speaker speaker\_4: Yeah. Uh, uh, y- you want me to check?

Speaker speaker\_1: Yes. If you could, just so that I'm sure that you did get the cards that I emailed. Um, so I attached-

Speaker speaker\_4: Yeah. Uh, uh, y- yeah. I, I, I received that.

Speaker speaker\_1: Okay. Um, so I attached your dental, your vision, and then I also attached your medical card. Um, and then once you see that first deduction of the \$110, you're welcome to give us a call, and we can email you those new cards that include your wife in it.

Speaker speaker\_4: Okay. Thank you.

Speaker speaker\_1: Okay? And then, I went ahead and also requested, um, the physical VIP card. Um, I don't know if you just want me to actually wait to request it before I do that, um, since you added your wife in it. Do you just want me to... Do you just wanna call back and then request it? 'Cause, um-

Speaker speaker\_4: No.

Speaker speaker\_1: ... that one would include your wife, 'cause if I-

Speaker speaker\_4: Okay.

Speaker speaker\_1: ... ask for it now, it's gonna only-

Speaker speaker\_4: Okay.

Speaker speaker\_1: ... be for, uh... So, I, um-

Speaker speaker\_4: Okay.

Speaker speaker\_1: It'll be better if you just call and request it once you see that new deduction.

Speaker speaker\_4: Okay. Y- that, that's, uh, right, uh, Stephanie. Thank you.

Speaker speaker\_1: Okay. You're welcome. Have a nice day.

Speaker speaker\_4: Same to you. Thank you so much.

Speaker speaker\_1: You're welcome.

Speaker speaker\_4: Hmm. Okay, okay.