

## Transcript: Estefania

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### Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Dawn. This is Jeremy Danzy, and I was calling to see if I can, um, get access to what, um, dental information I have for my child. Yes. And then, uh, what staffing agency do you work for? Pier Builders. Okay. And then what are the last four of your social? 2008. Okay. For security purposes, could you verify address and date of birth? 307-02-0589. 307- Okay. I'm sorry. It's okay. Can- What was that city and state? Darby, um, Pennsylvania. Thank you. Then I have 267-342-9916 as your phone number. Is that still correct? Yes. And I have... Is it jeremygiovanni- Yeah. ...89@gmail.com? Okay. And then you said you wanted information regarding your dental plan? Yeah. I thought, yeah, I was, I was trying to take my son to the dental, and they was asking for a card or, and then I was like- Oh, okay. Yeah. Yeah, I can give, I can send it to your email if you want it. Okay, please. And, and, and what about me? How, am I covered or how would that go about it? Okay. Yes, it's employee plus child. So you have, um, dental coverage for employee plus child, vision employee plus child, VIP Plus, which is your medical plan from employee plus child- Okay. ... and then your preventative plan, which is the one for like a physical, some vaccines- Okay. ... as an employee plus child. Do you want me to just send them all already? Please. Please. Yeah, that's fine. Because I need it. I appreciate it. Okay. Um, I'm gonna be right back. I'm gonna put you in a brief hold while I send you that information. Of course. And, and then I'll have you verify that you did get the email. Thank you. Mm-hmm. Okay, sir. Thank you for your hold. I went ahead and emailed those cards to you. Um, do you mind double-checking- Okay. ... just to make sure that you did get it? Okay. And you said the, the email was, um, Dandy Day? Info... Yes. And it's gonna come from info@benefitsinacard.com. Okay. I got this, I got this. And then I also attached the number to call to find the- Yes. ... providers for the plans that you have. Appreciate it. Um... Hey, hey, um, you said, you sent it to dandyday46, right? No. It says jeremy, giovanni89. 89? Okay, I gotta go on my iPad. I'm sorry. It's okay.... 389. That's... And then, I was going to tell you that it's going to have your name on it, but your- Okay. ... child is under your policy, okay? Gotcha, okay. And then- Okay, EmpCare card I have. ... if you get rid of it, I would also check spam and junk. It just popped up. Oh, okay. You said it's under EmpCare, right? EmpCare card. Yes, sir. Okay. Um, I'm waiting for it to load up now. Okay. And then it's going to have dental, the one that- that says dental, is going to say Carrington on it. Uh-huh. Then vision is just gonna say vision. The one for your VIP+, which is the plan that covers doctor visits that's sick, hospital visits injured, urgent care emergency room and surgeries, that one's- Okay. ... going to say American Public Life or APL, and then- Okay. ... your preventative plan, which is the one that's for, like, your annuals, your check-ups, vaccines, cancer, STD screenings, that one's from the MEC/LRS. It's gonna say 90degrees. Okay? Okay. Well, I'm- I'm waiting for the- the... I clicked on the email. Okay. It's been a minute though. Yeah, you're fine. Okay. All

right. So, yes. I have, I have the cards that... I have all the cards. I'm looking at them for the- Okay. ... look at them. Yes, sir. And then- Okay. ... when you find Providers, um- Uh-huh. ... you can just call that multi-plan number for the medicals. Okay. And then for dental and vision it tells you which one it's for. So I could just print these out and just show them at the- All right. Show them these. Okay. Okay. Thank you so much. You're welcome. Have a nice day. You as well.

## 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: Hi, Dawn. This is Jeremy Danzy, and I was calling to see if I can, um, get access to what, um, dental information I have for my child.

Speaker speaker\_0: Yes. And then, uh, what staffing agency do you work for?

Speaker speaker\_1: Pier Builders.

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

Speaker speaker\_1: 2008.

Speaker speaker\_0: Okay. For security purposes, could you verify address and date of birth?

Speaker speaker\_1: 307-02-0589. 307-

Speaker speaker\_2: Okay.

Speaker speaker\_1: I'm sorry.

Speaker speaker\_0: It's okay. Can- What was that city and state?

Speaker speaker\_1: Darby, um, Pennsylvania.

Speaker speaker\_0: Thank you. Then I have 267-342-9916 as your phone number. Is that still correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And I have... Is it jeremygiovanni-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ...89@gmail.com? Okay. And then you said you wanted information regarding your dental plan?

Speaker speaker\_1: Yeah. I thought, yeah, I was, I was trying to take my son to the dental, and they was asking for a card or, and then I was like-

Speaker speaker\_0: Oh, okay. Yeah. Yeah, I can give, I can send it to your email if you want it.

Speaker speaker\_1: Okay, please. And, and, and what about me? How, am I covered or how would that go about it? Okay.

Speaker speaker\_0: Yes, it's employee plus child. So you have, um, dental coverage for employee plus child, vision employee plus child, VIP Plus, which is your medical plan from employee plus child-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... and then your preventative plan, which is the one for like a physical, some vaccines-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... as an employee plus child. Do you want me to just send them all already?

Speaker speaker\_1: Please. Please.

Speaker speaker\_0: Yeah, that's fine.

Speaker speaker\_1: Because I need it. I appreciate it.

Speaker speaker\_0: Okay. Um, I'm gonna be right back. I'm gonna put you in a brief hold while I send you that information.

Speaker speaker\_1: Of course.

Speaker speaker\_0: And, and then I'll have you verify that you did get the email.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Mm-hmm. Okay, sir. Thank you for your hold. I went ahead and emailed those cards to you. Um, do you mind double-checking-

Speaker speaker\_3: Okay.

Speaker speaker\_0: ... just to make sure that you did get it?

Speaker speaker\_3: Okay. And you said the, the email was, um, Dandy Day?

Speaker speaker\_0: Info... Yes. And it's gonna come from [info@benefitsinacard.com](mailto:info@benefitsinacard.com).

Speaker speaker\_3: Okay.

Speaker speaker\_4: I got this, I got this.

Speaker speaker\_0: And then I also attached the number to call to find the-

Speaker speaker\_3: Yes.

Speaker speaker\_0: ... providers for the plans that you have.

Speaker speaker\_3: Appreciate it. Um... Hey, hey, um, you said, you sent it to dandyday46, right?

Speaker speaker\_0: No. It says jeremy, giovanni89.

Speaker speaker\_3: 89? Okay, I gotta go on my iPad. I'm sorry.

Speaker speaker\_0: It's okay.

Speaker speaker\_5: ... 389. That's...

Speaker speaker\_0: And then, I was going to tell you that it's going to have your name on it, but your-

Speaker speaker\_5: Okay.

Speaker speaker\_0: ... child is under your policy, okay?

Speaker speaker\_5: Gotcha, okay.

Speaker speaker\_0: And then-

Speaker speaker\_5: Okay, EmpCare card I have.

Speaker speaker\_0: ... if you get rid of it, I would also check spam and junk.

Speaker speaker\_5: It just popped up.

Speaker speaker\_0: Oh, okay.

Speaker speaker\_5: You said it's under EmpCare, right?

Speaker speaker\_0: EmpCare card. Yes, sir.

Speaker speaker\_5: Okay. Um, I'm waiting for it to load up now.

Speaker speaker\_0: Okay. And then it's going to have dental, the one that- that says dental, is going to say Carrington on it.

Speaker speaker\_5: Uh-huh.

Speaker speaker\_0: Then vision is just gonna say vision. The one for your VIP+, which is the plan that covers doctor visits that's sick, hospital visits injured, urgent care emergency room and surgeries, that one's-

Speaker speaker\_5: Okay.

Speaker speaker\_0: ... going to say American Public Life or APL, and then-

Speaker speaker\_5: Okay.

Speaker speaker\_0: ... your preventative plan, which is the one that's for, like, your annuals, your check-ups, vaccines, cancer, STD screenings, that one's from the MEC/LRS. It's gonna say 90degrees. Okay?

Speaker speaker\_5: Okay. Well, I'm- I'm waiting for the- the... I clicked on the email.

Speaker speaker\_0: Okay.

Speaker speaker\_5: It's been a minute though.

Speaker speaker\_0: Yeah, you're fine.

Speaker speaker\_5: Okay. All right. So, yes. I have, I have the cards that... I have all the cards. I'm looking at them for the-

Speaker speaker\_0: Okay.

Speaker speaker\_5: ... look at them.

Speaker speaker\_0: Yes, sir. And then-

Speaker speaker\_5: Okay.

Speaker speaker\_0: ... when you find Providers, um-

Speaker speaker\_5: Uh-huh.

Speaker speaker\_0: ... you can just call that multi-plan number for the medicals.

Speaker speaker\_5: Okay.

Speaker speaker\_0: And then for dental and vision it tells you which one it's for.

Speaker speaker\_5: So I could just print these out and just show them at the-

Speaker speaker\_0: All right.

Speaker speaker\_5: Show them these. Okay. Okay. Thank you so much.

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

Speaker speaker\_5: You as well.