

## 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, Stephanie. How are you today? Good. Thank you. How about you? I'm doing all right. How 'bout you? So I am... Oh, sorry. Um, I, I'm, I'm just calling to see if I can get, uh, like a group ID number and a member ID number for my BI- or for my BIC card? So I can send you your cards. Um, depending on the plan that you have, you'll have like a group, a different, um, policy number, if that's what you mean. Yeah. Yeah. Just something to give to, um- The doctor? Yeah. Okay. Yeah. I can check. What staffing agency you work for? W- WSI. It's Workforce Strategies Incorporated, I think. Mm-hmm. Yes, sir. And then what are the last four of your Social? 2143. And first and last name, please. Robin Cleynons. For security purposes, can you verify your address and date of birth? Sure. 54637 Ridgeview Circle, Paw Paw, Michigan 49079 and 4/9/1984. I have 616-218-8001 as your phone number. Is that up to date? Correct. Yeah. And then I have ryourlastname@gmail.com. Is that up to date also? Uh, without the NS at the end of it. But yes. Okay. Y- okay. Got it. Thank you. And then, um, so you just became active this week, so you should be getting your card probably by tomorrow, and that's Friday. I can go ahead and email them to you though. And then I was gonna let you know that for your Elite Standard, which is your medical plan, normally that card, they don't mail it out. So if you do want a physical one, I do have to put in a request for it. So you should definitely be getting your preventative first and then your general. Yeah. Yeah. I, I would like a physical copy if possible. Okay. Um, I'll put you in a brief hold, email that to you and request that card as well. I'll be right back. So the, the email's gonna... The email's gonna have the numbers I need? Yes. Okay. The email's gonna have your card in general and then on that card is your policy numbers. Okay. Cool. Mm-hmm. I'll be right back. I'm a put you in a brief hold while I get your cards ready. Okay. Thank you. Okay. Thank you for your hold, sir. I went ahead and emailed that to you. Can you please confirm that you received it? Uh, sure. Hang on. Oh, there is an email. Okay. ID card, and it looks like I have gotten it. Yep, and it's free. The one that says Carrington is dental. Um, the one that says 90 Degrees is your preventative, and then the one that says APL is your hospital indemnity, which is the one, like, for doctor visits, uh, urgent care, emergency room, surgeries. So... Oh, ha. Yeah. Gotcha. I, I, I had to scroll down, um, I was like, "I don't see the numbers." But now I, now I see that they're in a, uh, picture, picture form. All right. Well, it looks like I probably have everything that I need then. Mm-hmm. And then I went ahead and requested your c- your medical card, which is the one that says APL. Uh, that one should be coming later on, so you should be getting your preventative and the dental in first. And then since I just put in the request for the medical one, you're gonna get that one a little bit later. Okay. Um- But this, this has all the information that those two cards have? Mm-hmm. Correct. Okay. All right. I think we're good then. All right. Well, I hope you have a great day. Thank you. You too. Binkies. 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: Hi, Stephanie. How are you today?

Speaker speaker\_0: Good. Thank you. How about you?

Speaker speaker\_1: I'm doing all right.

Speaker speaker\_0: How 'bout you?

Speaker speaker\_1: So I am... Oh, sorry. Um, I, I'm, I'm just calling to see if I can get, uh, like a group ID number and a member ID number for my BI- or for my BIC card?

Speaker speaker\_0: So I can send you your cards. Um, depending on the plan that you have, you'll have like a group, a different, um, policy number, if that's what you mean.

Speaker speaker\_1: Yeah. Yeah. Just something to give to, um-

Speaker speaker\_0: The doctor?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. Yeah. I can check. What staffing agency you work for?

Speaker speaker\_1: W- WSI. It's Workforce Strategies Incorporated, I think.

Speaker speaker\_0: Mm-hmm. Yes, sir. And then what are the last four of your Social?

Speaker speaker\_1: 2143.

Speaker speaker\_0: And first and last name, please.

Speaker speaker\_1: Robin Cleynons.

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

Speaker speaker\_1: Sure. 54637 Ridgeview Circle, Paw Paw, Michigan 49079 and 4/9/1984.

Speaker speaker\_0: I have 616-218-8001 as your phone number. Is that up to date?

Speaker speaker\_1: Correct. Yeah.

Speaker speaker\_0: And then I have ryourlastname@gmail.com. Is that up to date also?

Speaker speaker\_1: Uh, without the NS at the end of it. But yes.

Speaker speaker\_0: Okay. Y- okay. Got it. Thank you. And then, um, so you just became active this week, so you should be getting your card probably by tomorrow, and that's Friday. I can go ahead and email them to you though. And then I was gonna let you know that for your

Elite Standard, which is your medical plan, normally that card, they don't mail it out. So if you do want a physical one, I do have to put in a request for it. So you should definitely be getting your preventative first and then your general.

Speaker speaker\_1: Yeah. Yeah. I, I would like a physical copy if possible.

Speaker speaker\_0: Okay. Um, I'll put you in a brief hold, email that to you and request that card as well. I'll be right back.

Speaker speaker\_1: So the, the email's gonna... The email's gonna have the numbers I need?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Okay.

Speaker speaker\_0: The email's gonna have your card in general and then on that card is your policy numbers.

Speaker speaker\_1: Okay. Cool.

Speaker speaker\_0: Mm-hmm. I'll be right back. I'm a put you in a brief hold while I get your cards ready.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: Okay. Thank you for your hold, sir. I went ahead and emailed that to you. Can you please confirm that you received it?

Speaker speaker\_1: Uh, sure. Hang on. Oh, there is an email. Okay. ID card, and it looks like I have gotten it.

Speaker speaker\_0: Yep, and it's free. The one that says Carrington is dental. Um, the one that says 90 Degrees is your preventative, and then the one that says APL is your hospital indemnity, which is the one, like, for doctor visits, uh, urgent care, emergency room, surgeries.

Speaker speaker\_1: So... Oh, ha. Yeah. Gotcha. I, I, I had to scroll down, um, I was like, "I don't see the numbers." But now I, now I see that they're in a, uh, picture, picture form. All right. Well, it looks like I probably have everything that I need then.

Speaker speaker\_0: Mm-hmm. And then I went ahead and requested your c- your medical card, which is the one that says APL. Uh, that one should be coming later on, so you should be getting your preventative and the dental in first. And then since I just put in the request for the medical one, you're gonna get that one a little bit later.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um-

Speaker speaker\_1: But this, this has all the information that those two cards have?

Speaker speaker\_0: Mm-hmm. Correct.

Speaker speaker\_1: Okay. All right. I think we're good then.

Speaker speaker\_0: All right. Well, I hope you have a great day.

Speaker speaker\_1: Thank you. You too.

Speaker speaker\_0: Binkies.

Speaker speaker\_1: Bye.