

Transcript: Estefania

Acevedo-5750084094050304-6623096326504448

Full Transcript

Thank you for calling the Benefits in a Card. My name is Stephanie. How can I assist you? Hi. Uh, I'm trying to get seen at the doctor and I don't have no health card or no health information to give them a card. Okay. My medical- What staffing, what staffing agency do you work for? MAU. And what is the last four of your Social? 2854. For security purposes, um, can you please verify your address and date of birth? Uh, 176 Petersburg Circle, 30907. And your birthday? Uh, 05/09/1996. 522-9395-4985 is your phone number? Yes, ma'am. Okay. And then is it your Quan last name @icloud.com, is that up to date? Yes, ma'am. Okay. All right. If you want, I can go ahead and email it to you. Is that a good email to send it to? Yes, ma'am. Did you need both of them, dental and then the NEC? Yes, ma'am. Okay. I'll be right back. I'm putting you on brief hold while I send you that over. Okay. Thank you for holding. I went ahead and emailed that to you. Um, can you please confirm that you received it? Um, I'm just gonna look now. And I sent your dental and then your preventative card. Must have been the junk mail. There it is. I see it. I would, if it... Oh, y- you found it? Yes, ma'am. It's gonna come from info@benefitsinacard.com. All right. Thank you. I see it. Okay. Um- Thank you. Hope you have a great day.

Conversation Format

Speaker speaker_0: Thank you for calling the Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi. Uh, I'm trying to get seen at the doctor and I don't have no health card or no health information to give them a card.

Speaker speaker_0: Okay.

Speaker speaker_1: My medical-

Speaker speaker_0: What staffing, what staffing agency do you work for?

Speaker speaker_1: MAU.

Speaker speaker_0: And what is the last four of your Social?

Speaker speaker_1: 2854.

Speaker speaker_0: For security purposes, um, can you please verify your address and date of birth?

Speaker speaker_1: Uh, 176 Petersburg Circle, 30907.

Speaker speaker_0: And your birthday?

Speaker speaker_1: Uh, 05/09/1996.

Speaker speaker_0: 522-9395-4985 is your phone number?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And then is it your Quan last name @icloud.com, is that up to date?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. All right. If you want, I can go ahead and email it to you. Is that a good email to send it to?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Did you need both of them, dental and then the NEC?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. I'll be right back. I'm putting you on brief hold while I send you that over. Okay. Thank you for holding. I went ahead and emailed that to you. Um, can you please confirm that you received it?

Speaker speaker_2: Um, I'm just gonna look now.

Speaker speaker_0: And I sent your dental and then your preventative card.

Speaker speaker_2: Must have been the junk mail. There it is. I see it.

Speaker speaker_0: I would, if it... Oh, y- you found it?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_0: It's gonna come from info@benefitsinacard.com.

Speaker speaker_2: All right. Thank you. I see it.

Speaker speaker_0: Okay.

Speaker speaker_2: Um-

Speaker speaker_0: Thank you. Hope you have a great day.