

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? Yes, I'm trying to, um... I have a number I was supposed to call. Okay. I'm trying to get some information on my insurance. Okay. So I can give it to the people here at the hospital. Okay, yeah. You need your card? I do. Okay, yeah. What staffing agency do you work for? Uh, Surge. Okay. And what is the last four of your Social? 4043. Okay. All right. And then your first and last name, please? Robbie Givens. Okay. And then for security purposes, can you verify your address and date of birth? Uh, 1310 Airport Road, Fort Payne, Alabama. Uh, July 17th, 1972. Hmm. We must have a old address, 'cause it's not that one. Do you remember the previous address that you had? That's probably where your card went to as well. Oh. Um, so- There's the address, right? Uh, I do need that address. There it is, right? Uh, uh... So since it's like security questions- Mm-hmm. ... I do need the correct information before I can give you anything. If you don't remember the past address, you can also verify your full Social. But either I need the correct full Social- Oh. ... or the correct p- previous address. All right. 416- Mm-hmm. ... 83-4043. Okay. Okay. I had the 1208 Selmon Road, Rentsville, Alabama. I can go ahead and change that. You said 1310... Was it Airport Road? Yeah, Airport Road. And then what was the city? Fort Payne. Oh, sorry. The, the city? Yeah, Fort Payne, Alabama. Oh, okay. And then the zip code? 35968. 35968? Yep. Was that- That's me. Okay. And then I have 256-516-0619 as a phone number. Is that still up-to-date? No, ma'am. What is the new number? Is it the one you're calling from? 25- It is. ... 67- Yeah. ... 12/90? Yeah. Okay. And then what about the email? Is it still robbiegivens1972@gmail.com, or has that changed also? It was what, now? Um, I have robbiegivens1972@gmail.com. Is that still correct? Well, it should be R-O-B-L givens. Okay. 1972, the email. Okay, thank you. I got it. Okay. And then you need your MEC Tell All Rep Card emailed to you. Um, and then I can go ahead and put a request also for getting one. Okay. Um, can I put you in a brief h- hold while I send that over to your email? Yes. Yes, ma'am. Okay. Thank you. Once she put out the address, I about broke out in a sweat. I couldn't remember what- Okay. Thank you for your hold. I went ahead and emailed that to you. And I also put a card request for the new card to be sent to the new address. Um, so you should be getting th- that card within seven to ten business days. But c- could you please verify your email to see if you did get it? Could you confirm the email that says info@benefitsinacard.com? It's R-O-B-L. Givens. G-I-V-E-N-S. Yes. 1967. 1970. Mm-hmm. @gmail.com. Okay. Uh-huh. And then, um, I would also check your spam and your junk 'cause sometimes they get sent there. It should come from info@benefitsinacard.com. Got it. You got it? Okay. Mm-hmm. Did you need anything else from me? No, ma'am. All right. I guess that's it. Well, I hope you have a great day. All right. You too. Is that it? Yeah. Yes, sir. All right.

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: Yes, I'm trying to, um... I have a number I was supposed to call.

Speaker speaker_0: Okay.

Speaker speaker_1: I'm trying to get some information on my insurance.

Speaker speaker_0: Okay.

Speaker speaker_1: So I can give it to the people here at the hospital.

Speaker speaker_0: Okay, yeah. You need your card?

Speaker speaker_1: I do.

Speaker speaker_0: Okay, yeah. What staffing agency do you work for?

Speaker speaker_1: Uh, Surge.

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

Speaker speaker_1: 4043.

Speaker speaker_0: Okay. All right. And then your first and last name, please?

Speaker speaker_1: Robbie Givens.

Speaker speaker_0: Okay. And then for security purposes, can you verify your address and date of birth?

Speaker speaker_1: Uh, 1310 Airport Road, Fort Payne, Alabama. Uh, July 17th, 1972.

Speaker speaker_0: Hmm. We must have a old address, 'cause it's not that one. Do you remember the previous address that you had? That's probably where your card went to as well.

Speaker speaker_1: Oh.

Speaker speaker_0: Um, so-

Speaker speaker_1: There's the address, right?

Speaker speaker_0: Uh, I do need that address.

Speaker speaker_1: There it is, right?

Speaker speaker_0: Uh, uh... So since it's like security questions-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... I do need the correct information before I can give you anything. If you don't remember the past address, you can also verify your full Social. But either I need the correct full Social-

Speaker speaker_1: Oh.

Speaker speaker_0: ... or the correct p- previous address.

Speaker speaker_1: All right. 416-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... 83-4043.

Speaker speaker_0: Okay. Okay. I had the 1208 Selmon Road, Rentsville, Alabama. I can go ahead and change that. You said 1310... Was it Airport Road?

Speaker speaker_1: Yeah, Airport Road.

Speaker speaker_0: And then what was the city?

Speaker speaker_1: Fort Payne.

Speaker speaker_0: Oh, sorry. The, the city?

Speaker speaker_1: Yeah, Fort Payne, Alabama.

Speaker speaker_0: Oh, okay. And then the zip code?

Speaker speaker_2: 35968.

Speaker speaker_0: 35968?

Speaker speaker_2: Yep.

Speaker speaker_0: Was that-

Speaker speaker_1: That's me.

Speaker speaker_0: Okay. And then I have 256-516-0619 as a phone number. Is that still up-to-date?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: What is the new number? Is it the one you're calling from? 25-

Speaker speaker_1: It is.

Speaker speaker_0: ... 67-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... 12/90?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. And then what about the email? Is it still robbiegivens1972@gmail.com, or has that changed also?

Speaker speaker_1: It was what, now?

Speaker speaker_0: Um, I have robbiegivens1972@gmail.com. Is that still correct?

Speaker speaker_1: Well, it should be R-O-B-L givens.

Speaker speaker_0: Okay.

Speaker speaker_1: 1972, the email.

Speaker speaker_0: Okay, thank you. I got it. Okay. And then you need your MEC Tell All Rep Card emailed to you. Um, and then I can go ahead and put a request also for getting one. Okay. Um, can I put you in a brief h- hold while I send that over to your email?

Speaker speaker_1: Yes. Yes, ma'am.

Speaker speaker_0: Okay. Thank you.

Speaker speaker_1: Once she put out the address, I about broke out in a sweat. I couldn't remember what-

Speaker speaker_0: Okay. Thank you for your hold. I went ahead and emailed that to you. And I also put a card request for the new card to be sent to the new address. Um, so you should be getting th- that card within seven to ten business days. But c- could you please verify your email to see if you did get it? Could you confirm the email that says info@benefitsinacard.com?

Speaker speaker_3: It's R-O-B-L. Givens. G-I-V-E-N-S.

Speaker speaker_0: Yes.

Speaker speaker_3: 1967.

Speaker speaker_0: 1970. Mm-hmm. @gmail.com.

Speaker speaker_3: Okay. Uh-huh.

Speaker speaker_0: And then, um, I would also check your spam and your junk 'cause sometimes they get sent there. It should come from info@benefitsinacard.com.

Speaker speaker_3: Got it.

Speaker speaker_0: You got it? Okay.

Speaker speaker_3: Mm-hmm.

Speaker speaker_0: Did you need anything else from me?

Speaker speaker_3: No, ma'am.

Speaker speaker_0: All right.

Speaker speaker_3: I guess that's it.

Speaker speaker_0: Well, I hope you have a great day.

Speaker speaker_3: All right. You too. Is that it?

Speaker speaker_4: Yeah.

Speaker speaker_0: Yes, sir.

Speaker speaker_3: All right.