

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yes, ma'am. My name's Tracy. I was trying to see if my, um, insurance card was available. Okay. What's the name of the staffing agency that you work for? ATC Healthcare. And then what are the last four of your Social? 2785. Thank you, ma'am. Um, for security purposes, could you please verify your address as well as your date of birth? 442 Cattachee Road, Apalachee Acres in Apple, 108 Mobile, Alabama, 32606, state is 32, 1986. Okay. 251-396-3649 is your phone number? Yes, ma'am. Okay. And then I have tracywills15@gmail.com. Is that still up-to-date? Yes, ma'am. Okay, thank you. And then you said you were calling to see if you had active coverage? I had bought coverage, but I canceled it. It's supposed to expire on Monday, and I was trying to get some eyeglasses before it expired. Okay. Give me one second. Let me verify. Give me one second. Let me review your account real quick, okay? All right. Thank you. Thank you for your hold, Ms. Tracy. Um, so it looks like for this week, you did have coverage, but your coverage ends on the 3rd, which is- That's what I'm saying. I've been calling all week to get proof of the coverage so I can go get some glasses. They're supposed to call me back within 24 hours, and you're the only person who told me I had coverage. Okay. Um, let me get in contact with the last... with the person that sent that email. Do you mind holding while I do that? Sure.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Yes, ma'am. My name's Tracy. I was trying to see if my, um, insurance card was available.

Speaker speaker_0: Okay. What's the name of the staffing agency that you work for?

Speaker speaker_1: ATC Healthcare.

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

Speaker speaker_1: 2785.

Speaker speaker_0: Thank you, ma'am. Um, for security purposes, could you please verify your address as well as your date of birth?

Speaker speaker_1: 442 Cattachee Road, Apalachee Acres in Apple, 108 Mobile, Alabama, 32606, state is 32, 1986.

Speaker speaker_0: Okay. 251-396-3649 is your phone number?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And then I have tracywills15@gmail.com. Is that still up-to-date?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay, thank you. And then you said you were calling to see if you had active coverage?

Speaker speaker_1: I had bought coverage, but I canceled it. It's supposed to expire on Monday, and I was trying to get some eyeglasses before it expired.

Speaker speaker_0: Okay. Give me one second. Let me verify. Give me one second. Let me review your account real quick, okay?

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: Thank you for your hold, Ms. Tracy. Um, so it looks like for this week, you did have coverage, but your coverage ends on the 3rd, which is-

Speaker speaker_1: That's what I'm saying. I've been calling all week to get proof of the coverage so I can go get some glasses. They're supposed to call me back within 24 hours, and you're the only person who told me I had coverage.

Speaker speaker_0: Okay. Um, let me get in contact with the last... with the person that sent that email. Do you mind holding while I do that?

Speaker speaker_1: Sure.