

## **Transcript: Estefania**

**Acevedo-5840614992297984-6544185865977856**

### **Full Transcript**

... be helped reduce my health system. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Uh, yes. My name is Teresa Brown. Um, I was calling that, uh, I am receive no dentist card, um, sent to me. Okay. I can check to see if you're active. Um, what staffing agency do you work for? Um, MAU. And then what are the last four of your social? 1640. You said 15 or 15? 1640. Okay. And then Brown. Yeah. Okay. For security purposes, can you verify your address and date of birth? 1629 Larry Street, North Charleston, 29406. And my birthday is May the 27th, 1969. Okay. Then I have 843-478-4680 as your phone number? Yes. Okay, so it looks like your address is correct. Um, let me see. Uh-huh. Um, if you want, I can go ahead and send it to you electronically. Um, it is 1629 Larry Street. L- that's L-A-R-R-Y, right? Right. Okay, so if you want, I'll go ahead and email that to you. Um, while I do that, can I put you in a brief hold while I send that to your email? Yeah. Okay, I'll be right back. Uh-huh. Thank you for your hold. Um, I'm gonna go ahead and send that, and I'm gonna go ahead and request another card to be sent out to you. Um, I was gonna ask you, for your address, it's not in a- like an apartment or anything, right? It's in a house. Is there a number to the house that I have to add to the address? No, just a house. No- It's just 1629 Larry Street, North Charleston. Yeah. Okay. Okay. Mm-hmm. I went ahead and emailed that to you. Um, do you mind verifying that you received it? It should come from an email that says info@benefitsinacard.com. Okay. And then, if you don't see it right away, I would also check your spam and junk file. Okay. Um, you say to con- contact the Benefits team? Um, it won't say to contact us, but it'll say, um, card request or it should... It will say dental card. Um, but it comes from info@benefitsinacard.com. I would open that email to see if it's that one. Card, card, card, card, card, card. Um, is- is there a thing like P- is PDF file? Yes. Which is- Yes, ma'am. Oh, okay. Okay. That's your dental card. Oh, I see. Once you open Yeah. Mm-hmm. And then I requested it, so you should be getting that within seven to 10 business days, not including weekends. Okay. That's good. Okay. Thank you. You're welcome. Have a nice day. You too. Bye.

### **Conversation Format**

Speaker speaker\_0: ... be helped reduce my health system.

Speaker speaker\_1: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_2: Uh, yes. My name is Teresa Brown. Um, I was calling that, uh, I am receive no dentist card, um, sent to me.

Speaker speaker\_1: Okay. I can check to see if you're active. Um, what staffing agency do you work for?

Speaker speaker\_2: Um, MAU.

Speaker speaker\_1: And then what are the last four of your social?

Speaker speaker\_2: 1640.

Speaker speaker\_1: You said 15 or 15?

Speaker speaker\_2: 1640.

Speaker speaker\_1: Okay. And then Brown.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. For security purposes, can you verify your address and date of birth?

Speaker speaker\_2: 1629 Larry Street, North Charleston, 29406. And my birthday is May the 27th, 1969.

Speaker speaker\_1: Okay. Then I have 843-478-4680 as your phone number?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay, so it looks like your address is correct. Um, let me see.

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: Um, if you want, I can go ahead and send it to you electronically. Um, it is 1629 Larry Street. L- that's L-A-R-R-Y, right?

Speaker speaker\_2: Right.

Speaker speaker\_1: Okay, so if you want, I'll go ahead and email that to you. Um, while I do that, can I put you in a brief hold while I send that to your email?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay, I'll be right back.

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: Thank you for your hold. Um, I'm gonna go ahead and send that, and I'm gonna go ahead and request another card to be sent out to you. Um, I was gonna ask you, for your address, it's not in a- like an apartment or anything, right?

Speaker speaker\_2: It's in a house.

Speaker speaker\_1: Is there a number to the house that I have to add to the address?

Speaker speaker\_2: No, just a house.

Speaker speaker\_1: No-

Speaker speaker\_2: It's just 1629 Larry Street, North Charleston. Yeah.

Speaker speaker\_1: Okay. Okay.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: I went ahead and emailed that to you. Um, do you mind verifying that you received it? It should come from an email that says info@benefitsinacard.com.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And then, if you don't see it right away, I would also check your spam and junk file.

Speaker speaker\_2: Okay. Um, you say to con- contact the Benefits team?

Speaker speaker\_1: Um, it won't say to contact us, but it'll say, um, card request or it should... It will say dental card. Um, but it comes from info@benefitsinacard.com. I would open that email to see if it's that one. Card, card, card, card, card, card.

Speaker speaker\_2: Um, is- is there a thing like P- is PDF file?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Which is-

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Oh, okay. Okay.

Speaker speaker\_1: That's your dental card.

Speaker speaker\_2: Oh, I see.

Speaker speaker\_1: Once you open

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Mm-hmm. And then I requested it, so you should be getting that within seven to 10 business days, not including weekends.

Speaker speaker\_2: Okay. That's good. Okay. Thank you.

Speaker speaker\_1: You're welcome. Have a nice day.

Speaker speaker\_2: You too. Bye.