

Transcript: Estefania

Acevedo-5864691883524096-6567868962390016

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Now Card. My name is Stephanie. How can I assist you? Yeah, my name is Robertson Disuses. I'm calling for my wife, Sandra Disuses. She's with me. So, so it's about insurance. I think so I was calling before. Also, I spoke with someone and then they said she, they, she's take the insurance from her job. And but the thing is we never receive anything. Okay, so she did get the insurance? Yeah. She's... Yeah. She's supposed to have it because I spoke with someone before but so we, we- Okay. ... yeah, we never receive anything from the mail. Okay. Um, so for me to get in her file- Mm-hmm. ... um, you can call in her behalf. Yeah. I just need her permission vocally. Yeah. She's here. Can I get... Okay. Hello? Hey. Um, can I get permission to speak to your husband- Yeah. ... regarding her file? Okay, thank you. Yeah. Okay. All right. Um, what staffing agency does she work with? Oh, HSS. HSS. HSS. All right, give me one second. Mm-hmm. And then what are the last four of her Social? Uh, 29- 29, 31. And her first and last name? First name Sandra, last name Disuses. For security purposes, could you verify the address as well as the date of birth? Yeah. We are at 109 West 10th Street, Norwich, Connecticut 06360. Her birthday, 01/05/1981. Okay, thank you. Is the phone number still 710-6020? Yeah. And I have sandra2018@gmail.com, is that up to date? Hmm? Um, I have sandra2018@gmail.com. Is that still a valid email address? Uh, no. Use Sandra Theogen... She has sandratheogen1@gmail.com. Okay. Would it be, um, Sandra and then her last name? Yeah. Uh, or, no. See, Theogen is her middle name. Oh, okay. That's T... Yeah. Sandra... To put all of them together, Sandra, C-H-E-J as in ga- Mm-hmm. ... yeah, O... G-E-O-L-E... I don't think so I should get it why. Um, could you spell that again? Was it Sandra D-G-O- No. Okay, Sandra, C-H-E-J as in ga, E-N-E. Sandra T- O... Do I s... Did I say O? That's T- Theogen, T-H-E-O-G-E-N-E. Okay. Number1@gmail.com. I don't know if you get it right. You- So, it's... Her first name P-H-E- Mm-hmm. ... D as in girl, O, G as in girl, E- Oh, no. Oh, no, no, no. Let me see. Theogen, T-H-E-O-G as in ga, E-N-E. Okay. Then number1@gmail.com? Yeah. Okay, thank you. So that's sandratheogene1@gmail.com? Yeah. Okay, thank you. So she does have coverage. She has the VIP standard. Mm-hmm. Um, you said that you didn't receive your card. Normally, they don't send that card out to the member. Um, you would have to request it. So if you want- Oh. ... I can go ahead and put a request for her to get- Okay. ... that card sent to her. Oh, okay. All right. That will be good. And it is the address... You said it was 109 West- West. ... 10th Street. Yeah, 109 West- North? ... 10th Street, Norwich, Connecticut. Norwich. Connecticut. Okay, thank you. Yeah. Um, do you mind getting put in a brief hold while I request- Yeah. ... that card? Yeah. And then I was also gonna ask you, do you want me to send her VIP medical card to the email file? 'Cause I can do that too. Mm, send it to the mail. That's would be... Send those to the mail. Yeah, you can try both but so I need to make sure. Okay. Yeah, that's fine. Um- Okay. ... can I put you in a

brief hold while I send that over? Yeah, yeah. Yeah, it's good. Okay. Yeah, I, I'm waiting. Okay. Yeah. Hey. Yeah. Oh. Hmm. Hey. Hey. Hello? Hello? Hello? Hello? Oh. Who's that? Is it? He's on that vacation now. Who is? Was I wrong with you? Eh? Hello? Hello? Hey. Thank you for your hold. I went ahead and emailed you your card via email, and I went ahead and put that request in to receive it. Mm, yeah, you- Can you try verifying if you've, um, received that email? Yeah, let me check. . Okay. . Mm-hmm. Mm-hmm. Mm-hmm. Mm-hmm. Mm-hmm. Mm-hmm. Mm-hmm. Okay, they can't... here. Yeah, I think so, I have it. That's EPM? Yeah, info@... It's- Hello? going to come from info@benefitsandsourcing.com. Yeah, yeah, yeah, yeah. Yeah, I see it. Yeah. That's a... Do you want me to print, to print this one out? Or you're gonna... You're not gonna send me another one of them? No. So we're going to send you a physical one, but I already... I have to request those. Um, I just now sent that email requesting a physical one. Okay. But that's your, um, your card virtually. Okay. All right. All right. Yeah, I think so, I have it. I'm gonna print it out then. All right. Okay, that's fine. All right, thank you. Thank you so much. All right, thanks. You're welcome. Have a nice day. All right, you too. Bye. All right.

Conversation Format

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

Speaker speaker_1: Yeah, my name is Robertson Disuses. I'm calling for my wife, Sandra Disuses. She's with me. So, so it's about insurance. I think so I was calling before. Also, I spoke with someone and then they said she, they, she's take the insurance from her job. And but the thing is we never receive anything.

Speaker speaker_0: Okay, so she did get the insurance?

Speaker speaker_1: Yeah. She's... Yeah. She's supposed to have it because I spoke with someone before but so we, we-

Speaker speaker_0: Okay.

Speaker speaker_1: ... yeah, we never receive anything from the mail.

Speaker speaker_0: Okay. Um, so for me to get in her file-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... um, you can call in her behalf.

Speaker speaker_1: Yeah.

Speaker speaker_0: I just need her permission vocally.

Speaker speaker_1: Yeah. She's here.

Speaker speaker_0: Can I get... Okay.

Speaker speaker_1: Hello?

Speaker speaker_0: Hey. Um, can I get permission to speak to your husband-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... regarding her file? Okay, thank you.

Speaker speaker_1: Yeah. Okay.

Speaker speaker_0: All right. Um, what staffing agency does she work with?

Speaker speaker_1: Oh, HSS.

Speaker speaker_0: HSS.

Speaker speaker_1: HSS.

Speaker speaker_0: All right, give me one second.

Speaker speaker_1: Mm-hmm.

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

Speaker speaker_1: Uh, 29- 29, 31.

Speaker speaker_0: And her first and last name?

Speaker speaker_1: First name Sandra, last name Disuses.

Speaker speaker_0: For security purposes, could you verify the address as well as the date of birth?

Speaker speaker_1: Yeah. We are at 109 West 10th Street, Norwich, Connecticut 06360. Her birthday, 01/05/1981.

Speaker speaker_0: Okay, thank you. Is the phone number still 710-6020?

Speaker speaker_1: Yeah.

Speaker speaker_0: And I have sandra2018@gmail.com, is that up to date?

Speaker speaker_1: Hmm?

Speaker speaker_0: Um, I have sandra2018@gmail.com. Is that still a valid email address?

Speaker speaker_1: Uh, no. Use Sandra Theogen... She has sandratheogen1@gmail.com.

Speaker speaker_0: Okay. Would it be, um, Sandra and then her last name?

Speaker speaker_1: Yeah. Uh, or, no. See, Theogen is her middle name.

Speaker speaker_0: Oh, okay.

Speaker speaker_1: That's T... Yeah. Sandra... To put all of them together, Sandra, C-H-E-J as in ga-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... yeah, O... G-E-O-L-E... I don't think so I should get it why.

Speaker speaker_0: Um, could you spell that again? Was it Sandra D-G-O-

Speaker speaker_1: No. Okay, Sandra, C-H-E-J as in ga, E-N-E. Sandra T- O... Do I s-... Did I say O? That's T- Theogen, T-H-E-O-G-E-N-E.

Speaker speaker_0: Okay.

Speaker speaker_1: Number1@gmail.com. I don't know if you get it right. You-

Speaker speaker_0: So, it's... Her first name P-H-E-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... D as in girl, O, G as in girl, E-

Speaker speaker_1: Oh, no. Oh, no, no, no. Let me see. Theogen, T-H-E-O-G as in ga, E-N-E.

Speaker speaker_0: Okay. Then number1@gmail.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, thank you. So that's sandratheogene1@gmail.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, thank you. So she does have coverage. She has the VIP standard.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, you said that you didn't receive your card. Normally, they don't send that card out to the member. Um, you would have to request it. So if you want-

Speaker speaker_1: Oh.

Speaker speaker_0: ... I can go ahead and put a request for her to get-

Speaker speaker_1: Okay.

Speaker speaker_0: ... that card sent to her.

Speaker speaker_1: Oh, okay. All right. That will be good.

Speaker speaker_0: And it is the address... You said it was 109 West-

Speaker speaker_1: West.

Speaker speaker_0: ... 10th Street.

Speaker speaker_1: Yeah, 109 West-

Speaker speaker_0: North?

Speaker speaker_1: ... 10th Street, Norwich, Connecticut.

Speaker speaker_0: Norwich.

Speaker speaker_1: Connecticut.

Speaker speaker_0: Okay, thank you.

Speaker speaker_1: Yeah.

Speaker speaker_0: Um, do you mind getting put in a brief hold while I request-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... that card?

Speaker speaker_1: Yeah.

Speaker speaker_0: And then I was also gonna ask you, do you want me to send her VIP medical card to the email file? 'Cause I can do that too.

Speaker speaker_1: Mm, send it to the mail. That's would be... Send those to the mail. Yeah, you can try both but so I need to make sure.

Speaker speaker_0: Okay. Yeah, that's fine. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... can I put you in a brief hold while I send that over?

Speaker speaker_1: Yeah, yeah. Yeah, it's good.

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah, I, I'm waiting. Okay.

Speaker speaker_2: Yeah. Hey. Yeah. Oh. Hmm. Hey. Hey. Hello? Hello? Hello? Hello? Oh. Who's that? Is it? He's on that vacation now. Who is? Was I wrong with you? Eh? Hello? Hello? Hey. Thank you for your hold. I went ahead and emailed you your card via email, and I went ahead and put that request in to receive it. Mm, yeah, you-

Speaker speaker_0: Can you try verifying if you've, um, received that email?

Speaker speaker_2: Yeah, let me check.

Speaker speaker_3: .

Speaker speaker_0: Okay.

Speaker speaker_3: .

Speaker speaker_0: Mm-hmm. Mm-hmm. Mm-hmm. Mm-hmm. Mm-hmm. Mm-hmm. Mm-hmm. Okay, they can't... here. Yeah, I think so, I have it. That's EPM? Yeah, info@... It's-

Speaker speaker_2: Hello?

Speaker speaker_0: going to come from info@benefitsandscouring.com.

Speaker speaker_2: Yeah, yeah, yeah, yeah. Yeah, I see it. Yeah. That's a... Do you want me to print, to print this one out? Or you're gonna... You're not gonna send me another one of them? No.

Speaker speaker_0: So we're going to send you a physical one, but I already... I have to request those. Um, I just now sent that email requesting a physical one.

Speaker speaker_2: Okay.

Speaker speaker_0: But that's your, um, your card virtually.

Speaker speaker_2: Okay. All right. All right. Yeah, I think so, I have it. I'm gonna print it out then. All right.

Speaker speaker_0: Okay, that's fine.

Speaker speaker_2: All right, thank you. Thank you so much. All right, thanks.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_2: All right, you too. Bye. All right.