

## Transcript: Estefania

**Acevedo-5923982126661632-6242706616532992**

### 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? Yeah, yeah. I have a problem with you guys, but I, I, I have to put in a change of address to get the card sent to another address. I'm sorry. I'm having trouble hearing you. Can you repeat that? Sounds like you're far from the phone. I was just saying, uh, I'm trying to, um, change my address so I can receive the cards at my house. Okay. Um, which staff and agency do you work for? Uh, MAU. And then what are the last four of your Social? 7554. For security purposes, could you verify your full address and your date of birth? 4913 Ralom. Cincinnati, Ohio, 45238. 5/20/1988. So I have a different address. Did you recently move? 2512. Uh-huh. 2512, uh, Queen City, Apartment 12. Okay. The city and the state? Cincinnati, Ohio, 45238. I- I never received the card sent. It was a while ago that I... And then can you repeat your date of birth for me again? May 20th, 1988. Okay. So it looks like probably the reason why you didn't receive those cards was because, um, we have the other... We have the 2512 Queen City. Okay. So that is, that is the address that I never received the card with. I'm thinking I gave you guys my old address, which I guess isn't true. Okay. Or, I don't know, I just never received the card or anything. Okay. Um, well, if you want, I can go ahead and email you those cards to your email file, and I can put a request for you to receive the physical ones. Um, let me update your address as well. What's that address? It, it is the 2020 address. 2512, that is the current address. Okay. So do you want me to send the cards to that address, or the one you were receiving? Uh, yes. Yes, ma'am. Yes, I would like you to, and, and the email too, please. Okay. And then I do wanna let you know that it looks like for this week, we're still waiting on getting that, um, deduction from your second agency, okay? So it looks like for this week, you don't have active coverage 'cause we're still waiting on the deduction from your agency. Okay. Okay? And it'll come out later this week? Okay. And then, um, can I put you in a brief hold while I send you that information to your email? All righty. And then you said to send the card as the one on file, right? The 2512 Queen City? Queen City, yes. Okay, um- Apartment 12. It's Apartment 12. It's an apartment as well. Okay. But that's the problem, is- Can I put you on a brief... Yes, sir. Can I put you in a brief hold while I send you that information? Yeah. That's why I walked... See? The back room size is money. Let's see. There you go. Yeah, I don't know these folks. I was at Martin... Damn. I don't know. Shit, I just... I wanted to see him walk behind them ass. I've never won it all before. But that shit was crazy. Yeah, they used something to get it out. Hey. You got me on hold forever. Hell, what you doing? Oh, hell. Well, let me go home. Hold on. Let me tell you something. Steal my identity or something. The hell with the number. I'm sorry this is a long hold. My computer's, um, downloading your card. I wanted to let you know that I'm still here. Okay. Okay? All right. You're welcome. Are you about to put me back on hold? It takes... It don't even download the card. Really don't take that long. Time to listen to

my music. I'm at work in the evening. Have you don't hold me down or what not. Hey. Download the card and then they download stuff all the time. Property or whatever, whatever. Benefits of car plans and stuff like that. It's going to take forever. Don't ever do. Takes forever and it's such a simple stuff. And it's like really I'm about to hang up and then call again, okay 'cause I'm serious. You know, when people are like, "Keep going," and having to break something when I'm on the phone, like you want to just leave a low voicemail or something because I will forget. See, I'm going home for Christmas, shit, I'm going home. Like I said, I'm planning my career. I want to talk to a manager soon and see if they can grab me or not. But there is one light below. Ah. They say, "Go get them things" . I wasn't lying to let this shit talk about something. Download my card and get the fuck out of here. Don't have to take that long, bro. Hurry the fuck up. Damn. I'm doing it. I know you probably just thinking forever, you're still going out and doing the fucking... Oh. Okay, sir. Is that a good email to send it to? CameronHarrison2888@gmail.com? 2888. Yes. Okay. And then I'm just going to send it right now. I don't know if you could verify just to make sure that you did receive them. Um, it should come from the email that says info@benefitsinacard.com. Okay, I can look at it right now. Hold on please. Okay. And then I'm about to send them. I haven't sent them yet. I'm, I'm about to send, uh- Okay. ... give me one second, almost done. Oh, yeah, it's like, um, sent to me to 2512 basic insurance. I got sent that like 3:41 I bet. I just now sent it, like, right now. So you should be getting it right now. And then I went ahead and put that card request for your cards as well. Oh, okay. All right, I'm gonna, uh, look at... Let my page refresh real quick. Okay. And if you don't see it right away, I would also check your spam and your junk because sometimes they, they get sent there. Okay. Oh, okay. Okay. See ya. All right. So those are your cards, your dental, vision, NEC, and your hospital in the mini which is your Insure Plus. And then I went ahead and put that, those card requests as well so you should be getting them within seven to 10 business days. All righty. I appreciate it. All right. Well, I hope you have a great day. All right. You too. Bye bye. Bye. See? This thing on file. You want me to hang up? Uh, yeah, I can do it if you want.

## 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: Yeah, yeah. I have a problem with you guys, but I, I, I have to put in a change of address to get the card sent to another address.

Speaker speaker\_0: I'm sorry. I'm having trouble hearing you. Can you repeat that? Sounds like you're far from the phone.

Speaker speaker\_1: I was just saying, uh, I'm trying to, um, change my address so I can receive the cards at my house.

Speaker speaker\_0: Okay. Um, which staff and agency do you work for?

Speaker speaker\_1: Uh, MAU.

Speaker speaker\_0: And then what are the last four of your Social?

Speaker speaker\_1: 7554.

Speaker speaker\_0: For security purposes, could you verify your full address and your date of birth?

Speaker speaker\_1: 4913 Ralom. Cincinnati, Ohio, 45238. 5/20/1988.

Speaker speaker\_0: So I have a different address. Did you recently move?

Speaker speaker\_1: 2512.

Speaker speaker\_0: Uh-huh.

Speaker speaker\_1: 2512, uh, Queen City, Apartment 12.

Speaker speaker\_0: Okay. The city and the state?

Speaker speaker\_1: Cincinnati, Ohio, 45238. I- I never received the card sent. It was a while ago that I...

Speaker speaker\_0: And then can you repeat your date of birth for me again?

Speaker speaker\_1: May 20th, 1988.

Speaker speaker\_0: Okay. So it looks like probably the reason why you didn't receive those cards was because, um, we have the other... We have the 2512 Queen City.

Speaker speaker\_1: Okay. So that is, that is the address that I never received the card with. I'm thinking I gave you guys my old address, which I guess isn't true.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Or, I don't know, I just never received the card or anything.

Speaker speaker\_0: Okay. Um, well, if you want, I can go ahead and email you those cards to your email file, and I can put a request for you to receive the physical ones. Um, let me update your address as well. What's that address?

Speaker speaker\_1: It, it is the 2020 address. 2512, that is the current address.

Speaker speaker\_0: Okay. So do you want me to send the cards to that address, or the one you were receiving?

Speaker speaker\_1: Uh, yes. Yes, ma'am. Yes, I would like you to, and, and the email too, please.

Speaker speaker\_0: Okay. And then I do wanna let you know that it looks like for this week, we're still waiting on getting that, um, deduction from your second agency, okay? So it looks like for this week, you don't have active coverage 'cause we're still waiting on the deduction from your agency.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay?

Speaker speaker\_1: And it'll come out later this week? Okay.

Speaker speaker\_0: And then, um, can I put you in a brief hold while I send you that information to your email?

Speaker speaker\_1: All righty.

Speaker speaker\_0: And then you said to send the card as the one on file, right? The 2512 Queen City?

Speaker speaker\_1: Queen City, yes.

Speaker speaker\_0: Okay, um-

Speaker speaker\_1: Apartment 12. It's Apartment 12. It's an apartment as well.

Speaker speaker\_0: Okay.

Speaker speaker\_1: But that's the problem, is-

Speaker speaker\_0: Can I put you on a brief... Yes, sir. Can I put you in a brief hold while I send you that information?

Speaker speaker\_1: Yeah.

Speaker speaker\_2: That's why I walked... See? The back room size is money. Let's see. There you go. Yeah, I don't know these folks. I was at Martin... Damn. I don't know. Shit, I just... I wanted to see him walk behind them ass. I've never won it all before. But that shit was crazy. Yeah, they used something to get it out. Hey. You got me on hold forever. Hell, what you doing? Oh, hell. Well, let me go home. Hold on. Let me tell you something. Steal my identity or something. The hell with the number.

Speaker speaker\_3: I'm sorry this is a long hold. My computer's, um, downloading your card. I wanted to let you know that I'm still here.

Speaker speaker\_2: Okay.

Speaker speaker\_3: Okay?

Speaker speaker\_2: All right.

Speaker speaker\_3: You're welcome.

Speaker speaker\_2: Are you about to put me back on hold?

Speaker speaker\_4: It takes... It don't even download the card. Really don't take that long. Time to listen to my music. I'm at work in the evening. Have you don't hold me down or what not. Hey. Download the card and then they download stuff all the time. Property or whatever, whatever. Benefits of car plans and stuff like that. It's going to take forever. Don't ever do. Takes forever and it's such a simple stuff. And it's like really I'm about to hang up and then call again, okay 'cause I'm serious. You know, when people are like, "Keep going," and having to

break something when I'm on the phone, like you want to just leave a low voicemail or something because I will forget. See, I'm going home for Christmas, shit, I'm going home. Like I said, I'm planning my career. I want to talk to a manager soon and see if they can grab me or not. But there is one light below. Ah. They say, "Go get them things" . I wasn't lying to let this shit talk about something. Download my card and get the fuck out of here. Don't have to take that long, bro. Hurry the fuck up. Damn. I'm doing it. I know you probably just thinking forever, you're still going out and doing the fucking... Oh.

Speaker speaker\_0: Okay, sir. Is that a good email to send it to?  
CameronHarrison2888@gmail.com?

Speaker speaker\_4: 2888. Yes.

Speaker speaker\_0: Okay. And then I'm just going to send it right now. I don't know if you could verify just to make sure that you did receive them. Um, it should come from the email that says info@benefitsinacard.com.

Speaker speaker\_4: Okay, I can look at it right now. Hold on please.

Speaker speaker\_0: Okay. And then I'm about to send them. I haven't sent them yet. I'm, I'm about to send, uh-

Speaker speaker\_4: Okay.

Speaker speaker\_0: ... give me one second, almost done.

Speaker speaker\_4: Oh, yeah, it's like, um, sent to me to 2512 basic insurance. I got sent that like 3:41 I bet.

Speaker speaker\_0: I just now sent it, like, right now. So you should be getting it right now. And then I went ahead and put that card request for your cards as well.

Speaker speaker\_4: Oh, okay. All right, I'm gonna, uh, look at... Let my page refresh real quick.

Speaker speaker\_0: Okay. And if you don't see it right away, I would also check your spam and your junk because sometimes they, they get sent there.

Speaker speaker\_4: Okay. Oh, okay. Okay. See ya.

Speaker speaker\_0: All right. So those are your cards, your dental, vision, NEC, and your hospital in the mini which is your Insure Plus. And then I went ahead and put that, those card requests as well so you should be getting them within seven to 10 business days.

Speaker speaker\_4: All righty. I appreciate it.

Speaker speaker\_0: All right. Well, I hope you have a great day.

Speaker speaker\_4: All right. You too. Bye bye.

Speaker speaker\_0: Bye.

Speaker speaker\_4: See?

Speaker speaker\_0: This thing on file.

Speaker speaker\_4: You want me to hang up?

Speaker speaker\_0: Uh, yeah, I can do it if you want.