

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? Hi, my name is Jared. Uh, I'm just calling to, uh, get my physical card ordered, and to get my, uh, digital card sent over. Okay. What staffing agency are you with? Uh, Focus. Okay. And then, what are the last four of your Social? 7409. And then, did you say your name was Christopher? Uh, Jared Hyer. Oh, sorry. I don't know why I thought you said Christopher. Jared. I, I probably said it a little fast. It's okay. All right. Can you please verify your address and date of birth? 102 Hensley Heights, Harrisburg, Kentucky 40330, and my date of birth is 04-26-2002. Okay. And then I got 859-613-8099 as your phone number? Correct. Then I have jaredhyer@gmail.com. Is that a good email to send it to? Uh, yes. Okay. So, let me see. And then you just wanted me to send you all your cards, right? Mm-hmm. Um, it looks like you should probably be getting them either... If you don't get them today, you will probably be getting them by Friday when it comes to your dental and NEC. And then I'm gonna go ahead and order your medical, which is the VIP Plus. Okay. So, that one you're gonna get a little bit later, 'cause that one I do have to request it. Um, and then- Okay. ... I'm gonna go ahead and send all of them to you. While I do that, I'm gonna put you in a brief hold real quick, and then I'll get you to verify that you did receive them. Okay. All right. I'll be right back. Okay. Um, I don't know if you mind verifying that you received that email. So, you should be getting your card to... um, info@benefitsinacard.com, and then I went ahead and requested your medical card. Okay. Um, I did receive the email. Okay. And then did you need anything else from me? So, you should be getting that card within 7 to 10 business days, not including the weekends nor the holidays. Okay. All right. Well, I hope you have a great day. All right. You too. Bye. Thank you. Bye.

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: Hi, my name is Jared. Uh, I'm just calling to, uh, get my physical card ordered, and to get my, uh, digital card sent over.

Speaker speaker_0: Okay. What staffing agency are you with?

Speaker speaker_1: Uh, Focus.

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

Speaker speaker_1: 7409.

Speaker speaker_0: And then, did you say your name was Christopher?

Speaker speaker_1: Uh, Jared Hyer.

Speaker speaker_0: Oh, sorry. I don't know why I thought you said Christopher. Jared.

Speaker speaker_1: I, I probably said it a little fast.

Speaker speaker_0: It's okay. All right. Can you please verify your address and date of birth?

Speaker speaker_1: 102 Hensley Heights, Harrisburg, Kentucky 40330, and my date of birth is 04-26-2002.

Speaker speaker_0: Okay. And then I got 859-613-8099 as your phone number?

Speaker speaker_1: Correct.

Speaker speaker_0: Then I have jaredhyer@gmail.com. Is that a good email to send it to?

Speaker speaker_1: Uh, yes.

Speaker speaker_0: Okay. So, let me see. And then you just wanted me to send you all your cards, right?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, it looks like you should probably be getting them either... If you don't get them today, you will probably be getting them by Friday when it comes to your dental and NEC. And then I'm gonna go ahead and order your medical, which is the VIP Plus.

Speaker speaker_1: Okay.

Speaker speaker_0: So, that one you're gonna get a little bit later, 'cause that one I do have to request it. Um, and then-

Speaker speaker_1: Okay.

Speaker speaker_0: ... I'm gonna go ahead and send all of them to you. While I do that, I'm gonna put you in a brief hold real quick, and then I'll get you to verify that you did receive them.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. I'll be right back. Okay. Um, I don't know if you mind verifying that you received that email. So, you should be getting your card to... um, info@benefitsinacard.com, and then I went ahead and requested your medical card.

Speaker speaker_1: Okay. Um, I did receive the email.

Speaker speaker_0: Okay. And then did you need anything else from me? So, you should be getting that card within 7 to 10 business days, not including the weekends nor the holidays.

Speaker speaker_1: Okay.

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

Speaker speaker_1: All right. You too. Bye.

Speaker speaker_0: Thank you. Bye.