

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? Hey, Stephanie. This is Dakota Slavy. I called about my benefits, uh, Monday and they said that it's got accepted and I should be able to call back today and get my card emailed to my, emailed to me. Okay. Yeah. I can help you with that. Um, what's the staffing agency that you work with? Uh, Crown. Okay. And then, what are the last four of your social? 4277. Okay. Thank you. For security purposes, could you verify, um, your address as well as your date of birth? I told them to change my address so I'm gonna try my new address and see if it is, if it ain't, uh, I can tell you the other one. Uh, 2279 Wolf Creek Road, Nancy, Kentucky. Okay. And then, what's that date of birth? 11/07/2001. Right. Thank you. So, yeah, we have the 2279 one. Did you want me to leave that one? Yes. Yes. That's the new card. Okay, thank you. And then, um, your social security is 6340 68288? Yep. Okay. And then, I have slavydakota@gmail.com? Yeah, slavydakota@gmail.com. Yeah. Mm-hmm. Okay. Is that a good email to send it to? Yeah. Okay, gotcha. All right. Give me one second while I verify to see if your card is ready and if it is- Okay. ... I'll go ahead and send it and get you to verify, just to make sure- Okay. ... that you get it. Great. I'll put you in a brief hold real quick. All right. Thank you. You're welcome. Okay. Thank you for your hold. Thank you. I went ahead and emailed that to your email file. Do you mind verifying that you received it? It should come from an email that says info@benefitsinacard.com. Yes, it does. All right. Did you have any more questions? Uh, give me just a second. I wanna make... I wanna... I'm gonna... Yeah, I got it. All right. Thank you so much. You're welcome. Have a nice day. Oh, are you gonna send it to my address too, through the mail? Um, did you never get it, the- No, I haven't got it yet. I'll check the mail when I get home, but... Yeah, so you might be receiving it. Um, give me one second. Let me check. We shouldn't... When, when you called in, did they change your address? Yes. 'Cause it probably got sent to the... Give me one second. Let me see. What all do I need on this card that, like, to show, like, a doctor? What would I show that- So that has your policy number. Yeah, yeah. That policy number is what they ask for. Policy number. I would... the card. Oh. Uh. I know you should get your card within... 'cause this is your second week with activation. Okay. You probably have the other address in there. So if you want, I can go ahead and put in a card request- ... for you to receive it 'cause it probably went to your first address. Yeah, I... Well, I didn't have a mailbox at that house, so it kind of... Okay. Okay, yeah. I'll put in a request. So you should be receiving it within seven to 10 business days. All right. I appreciate it. You're welcome. And that's a good address to send it to, right? Yes, the 2279. All right. Okay, thank you. Thank you. Bye-bye.

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: Hey, Stephanie. This is Dakota Slavy. I called about my benefits, uh, Monday and they said that it's got accepted and I should be able to call back today and get my card emailed to my, emailed to me.

Speaker speaker_0: Okay. Yeah. I can help you with that. Um, what's the staffing agency that you work with?

Speaker speaker_1: Uh, Crown.

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

Speaker speaker_1: 4277.

Speaker speaker_0: Okay. Thank you. For security purposes, could you verify, um, your address as well as your date of birth?

Speaker speaker_1: I told them to change my address so I'm gonna try my new address and see if it is, if it ain't, uh, I can tell you the other one. Uh, 2279 Wolf Creek Road, Nancy, Kentucky.

Speaker speaker_0: Okay. And then, what's that date of birth?

Speaker speaker_1: 11/07/2001.

Speaker speaker_0: Right. Thank you. So, yeah, we have the 2279 one. Did you want me to leave that one?

Speaker speaker_1: Yes. Yes. That's the new card.

Speaker speaker_0: Okay, thank you. And then, um, your social security is 6340 68288?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. And then, I have slavydakota@gmail.com?

Speaker speaker_1: Yeah, slavydakota@gmail.com. Yeah.

Speaker speaker_0: Mm-hmm. Okay. Is that a good email to send it to?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, gotcha. All right. Give me one second while I verify to see if your card is ready and if it is-

Speaker speaker_1: Okay.

Speaker speaker_0: ... I'll go ahead and send it and get you to verify, just to make sure-

Speaker speaker_1: Okay.

Speaker speaker_0: ... that you get it. Great. I'll put you in a brief hold real quick.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: You're welcome. Okay. Thank you for your hold.

Speaker speaker_1: Thank you.

Speaker speaker_0: I went ahead and emailed that to your email file. Do you mind verifying that you received it? It should come from an email that says info@benefitsinacard.com.

Speaker speaker_1: Yes, it does.

Speaker speaker_0: All right. Did you have any more questions?

Speaker speaker_1: Uh, give me just a second. I wanna make... I wanna... I'm gonna... Yeah, I got it.

Speaker speaker_0: All right.

Speaker speaker_1: Thank you so much.

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

Speaker speaker_1: Oh, are you gonna send it to my address too, through the mail?

Speaker speaker_0: Um, did you never get it, the-

Speaker speaker_1: No, I haven't got it yet. I'll check the mail when I get home, but...

Speaker speaker_0: Yeah, so you might be receiving it. Um, give me one second. Let me check. We shouldn't... When, when you called in, did they change your address?

Speaker speaker_1: Yes.

Speaker speaker_0: 'Cause it probably got sent to the... Give me one second. Let me see.

Speaker speaker_1: What all do I need on this card that, like, to show, like, a doctor? What would I show that-

Speaker speaker_0: So that has your policy number.

Speaker speaker_1: Yeah, yeah.

Speaker speaker_0: That policy number is what they ask for.

Speaker speaker_1: Policy number.

Speaker speaker_0: I would... the card.

Speaker speaker_1: Oh.

Speaker speaker_0: Uh. I know you should get your card within... 'cause this is your second week with activation. Okay. You probably have the other address in there. So if you want, I can go ahead and put in a card request- ... for you to receive it 'cause it probably went to your

first address.

Speaker speaker_1: Yeah, I... Well, I didn't have a mailbox at that house, so it kind of...

Speaker speaker_0: Okay. Okay, yeah. I'll put in a request. So you should be receiving it within seven to 10 business days.

Speaker speaker_1: All right. I appreciate it.

Speaker speaker_0: You're welcome. And that's a good address to send it to, right?

Speaker speaker_1: Yes, the 2279.

Speaker speaker_0: All right. Okay, thank you.

Speaker speaker_1: Thank you. Bye-bye.