

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? Um, hi. Yes. My name is Devonte Spidell. I just called here about three minutes ago, and I was trying to just see if they could, uh, ship my, um, medical card out to the address provided. Okay. Yeah. I can check. Um, what staffing agency are you with? Um, Surge Staffing out of Fort Payne, Alabama. And then what are the last four numbers of your Social? 4555. And then you said your name was Devonte? Yes, ma'am. Devonte Spidell. Thank you. Okay. For security purposes, could you please verify your address, as well as your date of birth for me? Um, address is 116 1st Avenue, Rainsville, Alabama 35986. Date of birth, January 3rd, 1995. Okay. Is your phone number still the 256-27-267-0841? Yes, ma'am. And I have your first name, last name, 2023 at gmail.com. Is that still up to date? Yes. Okay. And then did you want me to email you those cards or put in a request for you to receive them physically? Yes, put in a request to see- receive them physically. Okay. And then is that one for the- all of them or just specific ones? Um... Yes. All of them. I'm sorry. Okay. Um, and then it's going to that 116 1st Avenue, Rainsville Avenue, Alabama 35986? Is that the address that you want it sent to? Yes, ma'am. Okay. I'll go ahead and put that request then. Um, I believe it takes, like, seven to 10 days for you to receive them. Okay? But I'll go ahead and put that request in. All right. Thank you. You're welcome. Have a nice day. You too.

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: Um, hi. Yes. My name is Devonte Spidell. I just called here about three minutes ago, and I was trying to just see if they could, uh, ship my, um, medical card out to the address provided.

Speaker speaker_0: Okay. Yeah. I can check. Um, what staffing agency are you with?

Speaker speaker_1: Um, Surge Staffing out of Fort Payne, Alabama.

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

Speaker speaker_1: 4555.

Speaker speaker_0: And then you said your name was Devonte?

Speaker speaker_1: Yes, ma'am. Devonte Spidell.

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

Speaker speaker_1: Um, address is 116 1st Avenue, Rainsville, Alabama 35986. Date of birth, January 3rd, 1995.

Speaker speaker_0: Okay. Is your phone number still the 256-27-267-0841?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have your first name, last name, 2023 at gmail.com. Is that still up to date?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then did you want me to email you those cards or put in a request for you to receive them physically?

Speaker speaker_1: Yes, put in a request to see- receive them physically.

Speaker speaker_0: Okay. And then is that one for the- all of them or just specific ones?

Speaker speaker_1: Um... Yes. All of them. I'm sorry.

Speaker speaker_0: Okay. Um, and then it's going to that 116 1st Avenue, Rainsville Avenue, Alabama 35986? Is that the address that you want it sent to?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. I'll go ahead and put that request then. Um, I believe it takes, like, seven to 10 days for you to receive them. Okay? But I'll go ahead and put that request in.

Speaker speaker_1: All right. Thank you.

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

Speaker speaker_1: You too.