

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? Hi. Good afternoon. I was calling because I was looking at my card and I see that there was a typo on my name. Okay. And I don't know if that's gonna affect... If I wanna go and get my eyes checked. It's just for my vision card. Gotcha. Yeah, I can correct it for you. Um- And then also, I mean, I'm, I'm, I'm... Am I, am I supposed to receive, like, a separate card for my dental? So, uh, let me get in your file first. Okay. Sorry. Um, what is the staffing agency that you work with? VG Multifamily. Thank you. And then what is the last four of your Social? 6569. Okay, thank you. No problem. All right. And what is your full address as well as your date of birth for security purposes? It'll be 20022 New Sunrise Trail, Cypress, Texas 77433. And the birthday is going to be June 26th, 1994. And then is your phone number still a 832-871-0145? Yes, ma'am. And then I have sandra.garcia.817@gmail.com? Yes. Okay. You never received your dental card, right? No. Um- Okay. I do not. If you want, I can go ahead and request it, and then I'll correct your name- Okay. ... while I do that. And then for your vision card, um, if you want, I can go ahead and send it via email and I'll put your right name on there. Oh. Okay. Okay? Yeah. Uh, um, S-a-n-d-r-a, right? Yes. Yes. Okay. Okay. And then your last name, is it correct on there? Um, should... Yes. Correct. Okay. Give me one second. Um, I'm gonna email you that, and I'm gonna put the request in as well. Um, can I put you in a brief hold while I do that? Yes, ma'am. Okay. Thank you. Mm-hmm. Okay. Thank you for your code. Um, I just wanna verify that it's the right address. You said 20222, right? Yeah, 2022- Okay. Thank you. Um, I went ahead and submitted a request for your dental card. Okay. And then, um, we're also gonna contact the carrier, 'cause I was gonna send you your, um, dental card via email, but I was having trouble finding you. But I reached out to the main office, so it looks like they're gonna contact them. Okay. That sounds good. But they did. I went ahead and did request a physical dental card to be sent out to that address. I appreciate that. Thank you. And then, um, we'll go ahead and send... And if you want, I'll go ahead and also send you your vision card. That I can send. And it's gonna have your policy number and stuff. Um, do you mind verifying that you receive it? I'm, I'm about to do it real quick, okay? Okay. Thank you. Let me check your almost done. Thank you for your hold. I went ahead and emailed y- y- your vision card to you, and it has your name on there correctly. Do you mind verifying that you received that email? Yes, ma'am. Um... Yes, ma'am, it's correct. Okay. Um, so, um, and I'm also goin- gonna go ahead and send you another vision card. Okay. Okay? Yes, ma'am. Thank you so much. You're welcome. Have a nice day. You too. Bye-bye. God bless you. Bye. Thank you.

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: Hi. Good afternoon. I was calling because I was looking at my card and I see that there was a typo on my name.

Speaker speaker_0: Okay.

Speaker speaker_1: And I don't know if that's gonna affect... If I wanna go and get my eyes checked. It's just for my vision card.

Speaker speaker_0: Gotcha. Yeah, I can correct it for you. Um-

Speaker speaker_1: And then also, I mean, I'm, I'm, I'm... Am I, am I supposed to receive, like, a separate card for my dental?

Speaker speaker_0: So, uh, let me get in your file first.

Speaker speaker_1: Okay. Sorry.

Speaker speaker_0: Um, what is the staffing agency that you work with?

Speaker speaker_1: VG Multifamily.

Speaker speaker_0: Thank you. And then what is the last four of your Social?

Speaker speaker_1: 6569.

Speaker speaker_0: Okay, thank you.

Speaker speaker_1: No problem.

Speaker speaker_0: All right. And what is your full address as well as your date of birth for security purposes?

Speaker speaker_1: It'll be 20022 New Sunrise Trail, Cypress, Texas 77433. And the birthday is going to be June 26th, 1994.

Speaker speaker_0: And then is your phone number still a 832-871-0145?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then I have sandra.garcia.817@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. You never received your dental card, right?

Speaker speaker_1: No. Um-

Speaker speaker_0: Okay.

Speaker speaker_1: I do not.

Speaker speaker_0: If you want, I can go ahead and request it, and then I'll correct your name-

Speaker speaker_1: Okay.

Speaker speaker_0: ... while I do that. And then for your vision card, um, if you want, I can go ahead and send it via email and I'll put your right name on there.

Speaker speaker_1: Oh. Okay.

Speaker speaker_0: Okay?

Speaker speaker_1: Yeah.

Speaker speaker_0: Uh, um, S-a-n-d-r-a, right?

Speaker speaker_1: Yes . Yes.

Speaker speaker_0: Okay. Okay. And then your last name, is it correct on there?

Speaker speaker_1: Um, should... Yes. Correct.

Speaker speaker_0: Okay. Give me one second. Um, I'm gonna email you that, and I'm gonna put the request in as well. Um, can I put you in a brief hold while I do that?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Thank you.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. Thank you for your code. Um, I just wanna verify that it's the right address. You said 20222, right?

Speaker speaker_2: Yeah, 2022-

Speaker speaker_0: Okay. Thank you. Um, I went ahead and submitted a request for your dental card.

Speaker speaker_2: Okay.

Speaker speaker_0: And then, um, we're also gonna contact the carrier, 'cause I was gonna send you your, um, dental card via email, but I was having trouble finding you. But I reached out to the main office, so it looks like they're gonna contact them.

Speaker speaker_2: Okay. That sounds good.

Speaker speaker_0: But they did. I went ahead and did request a physical dental card to be sent out to that address.

Speaker speaker_2: I appreciate that. Thank you.

Speaker speaker_0: And then, um, we'll go ahead and send... And if you want, I'll go ahead and also send you your vision card. That I can send. And it's gonna have your policy number

and stuff. Um, do you mind verifying that you receive it? I'm, I'm about to do it real quick, okay?

Speaker speaker_2: Okay.

Speaker speaker_0: Thank you. Let me check your almost done. Thank you for your hold. I went ahead and emailed y- y- your vision card to you, and it has your name on there correctly. Do you mind verifying that you received that email?

Speaker speaker_3: Yes, ma'am. Um... Yes, ma'am, it's correct.

Speaker speaker_0: Okay. Um, so, um, and I'm also goin- gonna go ahead and send you another vision card.

Speaker speaker_3: Okay.

Speaker speaker_0: Okay?

Speaker speaker_3: Yes, ma'am. Thank you so much.

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

Speaker speaker_3: You too. Bye-bye. God bless you.

Speaker speaker_0: Bye. Thank you.