

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, Stephanie. I need a email copy of my insurance card. Okay. Yeah, I can help you with that. Um, what is the name of the government agency that you're with? ISS. And then the last four of your Social? 4052. Thank you. Um, Mr. James Russell? Correct. Um, could you verify your full address as well as your date of birth for me for security purposes? P.O. Box 658 Tilden, Illinois. 62292, 1223 of 80. Okay. I'm sorry. And the other one... Yeah. I have the other address. Yeah. But that wasn't it. Okay. 584 North Illinois Street, Tilden, Illinois. 62292. Okay. Thank you. And then is 989-207-5715 your phone number still? Correct. And I have your first name, last name, 605@yahoo.com. 605... Is that a good email to send it to me? 605... Yes, sir. Is that a good email to send it to? Yes, ma'am. Okay. Um, do you mind getting put on a brief hold so that I can send you that information? Did you need the three of them? Your medical, dental and vision? Sure. And your preventatives? So four? Sure. Okay. Give me one second. I'm going to go ahead and put you on a brief hold. All righty. Hello again. How you doing, sir? Thank you for holding, uh, Mr. James. I'm gonna send you- email address. We're verifying that we have form. If you don't see them soon, I suggest . Okay. I don't know. My phone's breaking up, so... You're saying my email is no good? No, I was asking you if you could please verify that you have received it. Oh. Okay, let me look. Info, ID, card. Info, ID, card. Yes, sir. So, those attachments are gonna be your Insure Plus Enhanced Dental, Vision, and your MEC Tele-Hereditary Plan. Does my insurance cover a chiropractor? So, f- to answer that question, I would have to connect you to the carrier. So, if you wish I can go ahead and transfer your call. No, I don't have time. Thank you, though. Have a nice day. You're welcome. Have a nice day.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hi, Stephanie. I need a email copy of my insurance card.

Speaker speaker_1: Okay. Yeah, I can help you with that. Um, what is the name of the government agency that you're with?

Speaker speaker_2: ISS.

Speaker speaker_1: And then the last four of your Social?

Speaker speaker_2: 4052.

Speaker speaker_1: Thank you. Um, Mr. James Russell?

Speaker speaker_2: Correct.

Speaker speaker_1: Um, could you verify your full address as well as your date of birth for me for security purposes?

Speaker speaker_2: P.O. Box 658 Tilden, Illinois. 62292, 1223 of 80.

Speaker speaker_1: Okay. I'm sorry.

Speaker speaker_2: And the other one...

Speaker speaker_1: Yeah. I have the other address.

Speaker speaker_2: Yeah. But that wasn't it. Okay. 584 North Illinois Street, Tilden, Illinois. 62292.

Speaker speaker_1: Okay. Thank you. And then is 989-207-5715 your phone number still?

Speaker speaker_2: Correct.

Speaker speaker_1: And I have your first name, last name, 605@yahoo.com.

Speaker speaker_2: 605...

Speaker speaker_1: Is that a good email to send it to me?

Speaker speaker_2: 605...

Speaker speaker_1: Yes, sir. Is that a good email to send it to?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Um, do you mind getting put on a brief hold so that I can send you that information? Did you need the three of them? Your medical, dental and vision?

Speaker speaker_2: Sure.

Speaker speaker_1: And your preventatives? So four?

Speaker speaker_2: Sure.

Speaker speaker_1: Okay. Give me one second. I'm going to go ahead and put you on a brief hold.

Speaker speaker_2: All righty.

Speaker speaker_3: Hello again. How you doing, sir?

Speaker speaker_1: Thank you for holding, uh, Mr. James. I'm gonna send you- email address. We're verifying that we have form. If you don't see them soon, I suggest .

Speaker speaker_3: Okay. I don't know. My phone's breaking up, so... You're saying my email is no good?

Speaker speaker_1: No, I was asking you if you could please verify that you have received it.

Speaker speaker_3: Oh. Okay, let me look. Info, ID, card. Info, ID, card.

Speaker speaker_1: Yes, sir. So, those attachments are gonna be your Insure Plus Enhanced Dental, Vision, and your MEC Tele-Hereditary Plan.

Speaker speaker_3: Does my insurance cover a chiropractor?

Speaker speaker_1: So, f- to answer that question, I would have to connect you to the carrier. So, if you wish I can go ahead and transfer your call.

Speaker speaker_3: No, I don't have time. Thank you, though. Have a nice day.

Speaker speaker_1: You're welcome. Have a nice day.