

Transcript: Estefania

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Full Transcript

Thank you for calling Vance & Larn. My name is Stephanie. How can I assist you? Hi, my name is Lauren Goldsborough, and I'm just calling to get my insurance information. Okay. My health insurance information. What staffing agency are you working with? Uh, Priority Personnel. Okay, give me one second. Is it Partners Personnel? Priority. Okay, give me one second. I work for a company called Ember, but the temp agency is Priority. Okay, give me one second. Let me check. Okay, thank you. What are the last four of your Social? 0482 . And your first and last name, please? Lauren Goldsborough. Okay. For security purposes, can you please verify your address and date of birth? 105 Smith Lane, Apartment L, San Marcos, Texas 78666. And my date of birth was March 8th, 1990. Okay. 850-481-6559 is your phone number? Correct. Okay. And then I have taylorgoldsborough90@gmail.com. Yep. All right. And then how can I help you? I just... I don't ... I have an, a doctor's appointment tomorrow, and I don't know my insurance information. Is there a way, like, you can email it to me, like, with my number- Yeah. ... ID number and everything? Yeah. I was gonna tell you that for your VIP Standard, which is your medical plan, normally that card, they don't mail it out to you. So if you do want a physical one, we have to request it. So do you want me to go ahead and request a physical one also? Yes, please. I can send it to your email, but I can also request one if you want. Yeah, if we can do both, that'd be great. Okay. Um, do you mind holding while I get your card ready, just to get verification from you that you did receive it? Sure. Okay. I'll be... Okay, thank you for holding. I went ahead and emailed that to you. Do you mind verifying that you received it? It should come from a email that says info@benefitsinacar.com. Yes, I received it. Thank you very much. You're welcome. Have a nice day. You, too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Vance & Larn. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, my name is Lauren Goldsborough, and I'm just calling to get my insurance information.

Speaker speaker_0: Okay.

Speaker speaker_1: My health insurance information.

Speaker speaker_0: What staffing agency are you working with?

Speaker speaker_1: Uh, Priority Personnel.

Speaker speaker_0: Okay, give me one second. Is it Partners Personnel?

Speaker speaker_1: Priority.

Speaker speaker_0: Okay, give me one second.

Speaker speaker_1: I work for a company called Ember, but the temp agency is Priority.

Speaker speaker_0: Okay, give me one second. Let me check. Okay, thank you. What are the last four of your Social?

Speaker speaker_1: 0482 .

Speaker speaker_0: And your first and last name, please?

Speaker speaker_1: Lauren Goldsborough.

Speaker speaker_0: Okay. For security purposes, can you please verify your address and date of birth?

Speaker speaker_1: 105 Smith Lane, Apartment L, San Marcos, Texas 78666. And my date of birth was March 8th, 1990.

Speaker speaker_0: Okay. 850-481-6559 is your phone number?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. And then I have taylorgoldsborough90@gmail.com.

Speaker speaker_1: Yep.

Speaker speaker_0: All right. And then how can I help you?

Speaker speaker_1: I just... I don't ... I have an, a doctor's appointment tomorrow, and I don't know my insurance information. Is there a way, like, you can email it to me, like, with my number-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... ID number and everything?

Speaker speaker_0: Yeah. I was gonna tell you that for your VIP Standard, which is your medical plan, normally that card, they don't mail it out to you. So if you do want a physical one, we have to request it. So do you want me to go ahead and request a physical one also?

Speaker speaker_1: Yes, please.

Speaker speaker_0: I can send it to your email, but I can also request one if you want.

Speaker speaker_1: Yeah, if we can do both, that'd be great.

Speaker speaker_0: Okay. Um, do you mind holding while I get your card ready, just to get verification from you that you did receive it?

Speaker speaker_1: Sure.

Speaker speaker_0: Okay. I'll be...

Speaker speaker_2: Okay, thank you for holding. I went ahead and emailed that to you. Do you mind verifying that you received it? It should come from a email that says info@benefitsinacar.com.

Speaker speaker_3: Yes, I received it. Thank you very much.

Speaker speaker_2: You're welcome. Have a nice day.

Speaker speaker_3: You, too. Bye-bye.