

## Transcript: Estefania

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### Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. I was calling to get a little bit of information on my benefits. Um, I'm currently enrolled through Creative Circle. Mm-hmm. Um, however, I haven't received, um, benefit enrollment cards and I wanted to use my dental insurance. Okay. Yeah, I can check to see what's happening. Um, you say you're with Creative Circle? Mm-hmm. And then, what are the last four numbers of your Social? 2244. And your first and last name, please? Baptol. It's spelled B-A-P-T-O-L. Last name is Bashri. B-A-S-H-R-I. Okay. And then, could you please verify your address and date of birth for me? Sure. My address is 5415 Connecticut Ave Northwest. My date of birth is 07/04/'95. And then, what was that city, state, and was it a house or an apartment? Apartment in 525 Washington DC. Okay. And then, I have 221-0056 as your phone number? Yep. Okay. All right. Let's see. Uh, you said you haven't received your cards yet? Mm-mm. Hm, your address is correct. I'm not sure why they... Is the ZIP code still 20015? Yep. Yeah, that's... Okay. So if you want, I can go ahead and email them to you. Normally, they do send it to you the first... Probably first week or second week. Okay. I'm not sure if it's a delay. But if you want, I can go ahead and email you, um, your cards. And then, in that email that I'll send to you, I'll write down the phone number to find the providers. Yeah, that'd be helpful. Do you want me to go ahead and send you both? Both the dental and the- Yes, please. Okay. I'll be right back. Um, I'm gonna go ahead and get that ready. Is this being sent to the bbatolb@gmail.com? That's perfect. All right, I'll be right back. Okay. Thank you for your hold. I went ahead and emailed that to you. Do you mind verifying that you received it? Yeah, of course. Any time. And then it's gonna come from a email that says info@benefitsinacard.com. If you don't see it right away, I also would check for spam in your 'cause sometimes it sends it there. Okay. Let's see. And then I was also gonna ask you, it looks like we're missing a beneficiary from you since you selected term life. Did you want to add anybody already? Like, if something was to happen to you, who do you want to, like, redirect that to? Um, uh, sure. Yeah, I can put a name down. All right. I'm ready. Um, so first name Rasha, R-A-S-H-A, and then last name is Bashri, so the same as mine, B-A-S-H-R-I. Okay. And then the relationship? Mother. Okay. Did you just want to put her down or did you want to put somebody else down also? I'll just put her down. Okay. And that R-A-S-H-A? Yeah. That's correct. Okay, thank you. All right. I have her in there and then did you ever get to find your email? Yeah. So I'm looking at it r-, um, I see the health, or excuse me, I see the, the vision, the MetLife, and I see a card for life insurance. I don't see anything for dental on here. Oh. Let me check. Give me one second. Mm-hmm. Yeah. So it's the s- I don't know how it looks like on your phone, but on my computer I have vision and then I don't know if it's right beside it, there's another, like, PDF to download. It's gonna... When you open it, it's gonna say Carrington. Oh, I don't see that. Um... And then i- it should be on that email 'cause, um, it's

attached to it as well, but if you want, I can send you another email. I don't know if it might be a little on your end. But I will just send you another one by itself. Oh, Carrington? 'Cause I didn't see it. Uh, yes, that one's the original card. Oh, Carrington. Okay. So the American Public Life Carrington is the dental provider? Yes. Correct. The carrier- Okay. ... is American Public Life and the network- Oh, okay. ... is Carrington. Mm-hmm. Okay. I see, I see, I see. Okay. That's helpful. Um, no, I think I have everything I need- And then you just have to remember all those numbers. Okay. All right. Well, I hope you have a great day. Thanks so much. You too. You're welcome. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hi, Stephanie. I was calling to get a little bit of information on my benefits. Um, I'm currently enrolled through Creative Circle.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Um, however, I haven't received, um, benefit enrollment cards and I wanted to use my dental insurance.

Speaker speaker\_0: Okay. Yeah, I can check to see what's happening. Um, you say you're with Creative Circle?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And then, what are the last four numbers of your Social?

Speaker speaker\_1: 2244.

Speaker speaker\_0: And your first and last name, please?

Speaker speaker\_1: Baptol. It's spelled B-A-P-T-O-L. Last name is Bashri. B-A-S-H-R-I.

Speaker speaker\_0: Okay. And then, could you please verify your address and date of birth for me?

Speaker speaker\_1: Sure. My address is 5415 Connecticut Ave Northwest. My date of birth is 07/04/'95.

Speaker speaker\_0: And then, what was that city, state, and was it a house or an apartment?

Speaker speaker\_1: Apartment in 525 Washington DC.

Speaker speaker\_0: Okay. And then, I have 221-0056 as your phone number?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay. All right. Let's see. Uh, you said you haven't received your cards yet?

Speaker speaker\_1: Mm-mm.

Speaker speaker\_0: Hm, your address is correct. I'm not sure why they... Is the ZIP code still 20015?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Yeah, that's... Okay. So if you want, I can go ahead and email them to you. Normally, they do send it to you the first... Probably first week or second week.

Speaker speaker\_1: Okay.

Speaker speaker\_0: I'm not sure if it's a delay. But if you want, I can go ahead and email you, um, your cards. And then, in that email that I'll send to you, I'll write down the phone number to find the providers.

Speaker speaker\_1: Yeah, that'd be helpful.

Speaker speaker\_0: Do you want me to go ahead and send you both? Both the dental and the-

Speaker speaker\_1: Yes, please.

Speaker speaker\_0: Okay. I'll be right back. Um, I'm gonna go ahead and get that ready. Is this being sent to the bbatolb@gmail.com?

Speaker speaker\_1: That's perfect.

Speaker speaker\_0: All right, I'll be right back. Okay. Thank you for your hold. I went ahead and emailed that to you. Do you mind verifying that you received it?

Speaker speaker\_1: Yeah, of course. Any time.

Speaker speaker\_0: And then it's gonna come from a email that says info@benefitsinacard.com. If you don't see it right away, I also would check for spam in your

Speaker speaker\_2: 'cause sometimes it sends it there.

Speaker speaker\_1: Okay. Let's see.

Speaker speaker\_0: And then I was also gonna ask you, it looks like we're missing a beneficiary from you since you selected term life. Did you want to add anybody already? Like, if something was to happen to you, who do you want to, like, redirect that to?

Speaker speaker\_1: Um, uh, sure. Yeah, I can put a name down.

Speaker speaker\_0: All right. I'm ready.

Speaker speaker\_1: Um, so first name Rasha, R-A-S-H-A, and then last name is Bashri, so the same as mine, B-A-S-H-R-I.

Speaker speaker\_0: Okay. And then the relationship?

Speaker speaker\_1: Mother.

Speaker speaker\_0: Okay. Did you just want to put her down or did you want to put somebody else down also?

Speaker speaker\_1: I'll just put her down.

Speaker speaker\_0: Okay. And that R-A-S-H-A?

Speaker speaker\_1: Yeah. That's correct.

Speaker speaker\_0: Okay, thank you. All right. I have her in there and then did you ever get to find your email?

Speaker speaker\_1: Yeah. So I'm looking at it r-, um, I see the health, or excuse me, I see the, the vision, the MetLife, and I see a card for life insurance. I don't see anything for dental on here.

Speaker speaker\_0: Oh. Let me check. Give me one second.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Yeah. So it's the s- I don't know how it looks like on your phone, but on my computer I have vision and then I don't know if it's right beside it, there's another, like, PDF to download. It's gonna... When you open it, it's gonna say Carrington.

Speaker speaker\_1: Oh, I don't see that. Um...

Speaker speaker\_0: And then i- it should be on that email 'cause, um, it's attached to it as well, but if you want, I can send you another email. I don't know if it might be a little on your end. But I will just send you another one by itself.

Speaker speaker\_1: Oh, Carrington?

Speaker speaker\_0: 'Cause I didn't see it. Uh, yes, that one's the original card.

Speaker speaker\_1: Oh, Carrington. Okay. So the American Public Life Carrington is the dental provider?

Speaker speaker\_0: Yes. Correct. The carrier-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... is American Public Life and the network-

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: ... is Carrington. Mm-hmm.

Speaker speaker\_1: Okay. I see, I see, I see. Okay. That's helpful. Um, no, I think I have everything I need-

Speaker speaker\_0: And then you just have to remember all those numbers. Okay. All right. Well, I hope you have a great day.

Speaker speaker\_1: Thanks so much. You too.

Speaker speaker\_0: You're welcome.

Speaker speaker\_1: Bye-bye.