

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. Um, I was just calling because I, um, get the Benefits in a Card through my employer. And, uh, I, I signed up for the, um, medical, dental, you know, all that. And I've gotten a dental ID card, but I haven't gotten a medical ID card. So I need- Oh, okay. So normally the, the... Is it like a, the VIP? Yeah. Well, let me get in your f- but normally those cards, they do not send them to the members, um, physically. We would have to request them once you become active. So if you want, I can go ahead and put in a request. But I do have to get in your file, 'cause we do administer different agencies. Yeah. Who, what's the name of the staffing agency that you're with? Uh, Per- it's Para Staffing. Okay. Good. They may have gone to a different one, but I, that's the one I went through. Okay. And then, um, what are the last four of your Social? Um, sorry I got a little... Oh, it's uh, 9876. For security purposes, I do need you to verify, um, your date of birth and your address. So my date of birth is December 29th, 2001. And then my address is 2555 Simpson Street Southeast, Salem, Oregon 97301. Okay, thank you. No problem. Okay. And then is your phone number the 273-6797? Uh, yes. I'm calling off a different number right now, but that's, uh, my phone number when... My phone is just dead right now. Okay, thank you. And then I have jagstroker1488@gmail.com. Is that correct? Yeah. Okay. Is that a good email to send it to? Uh, yeah. I'm sorry. You said you already have. Um, do you, do you need it via email or just a request for a physical one? No. An email would be great. I mean, uh, an email would be great. I mean, I can take a physical one too, but I'm trying to make an appointment somewhere and I can't do it without one of those. Oh, okay. Gotcha. Okay. Mm-hmm. Do you want me to send them all or just your medical one? Um, uh, all doing what? Because I have the dental one, but do I need- Oh, okay. ... to send you two? No. I was, uh, 'cause it would really just be dental and then your medical one, but you have dental already? I do. Yeah, I already have the dental. I got like two, four of them in the mail, so we're good. I do too. Okay. Um, so I'm gonna go ahead and send you that via email and I'm gonna go ahead and request it, okay? Okay. Sounds good. Thank you so much. You're welcome. I'm, I'm gonna put you in a brief hold while I do that. Okay, sounds good. Okay.

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. Um, I was just calling because I, um, get the Benefits in a Card through my employer. And, uh, I, I signed up for the, um, medical, dental, you know, all that. And I've gotten a dental ID card, but I haven't gotten a medical ID card. So I need-

Speaker speaker_1: Oh, okay. So normally the, the... Is it like a, the VIP?

Speaker speaker_2: Yeah.

Speaker speaker_1: Well, let me get in your f- but normally those cards, they do not send them to the members, um, physically. We would have to request them once you become active. So if you want, I can go ahead and put in a request. But I do have to get in your file, 'cause we do administer different agencies.

Speaker speaker_2: Yeah.

Speaker speaker_1: Who, what's the name of the staffing agency that you're with?

Speaker speaker_2: Uh, Per- it's Para Staffing.

Speaker speaker_1: Okay. Good.

Speaker speaker_2: They may have gone to a different one, but I, that's the one I went through.

Speaker speaker_1: Okay. And then, um, what are the last four of your Social?

Speaker speaker_2: Um, sorry I got a little... Oh, it's uh, 9876.

Speaker speaker_1: For security purposes, I do need you to verify, um, your date of birth and your address.

Speaker speaker_2: So my date of birth is December 29th, 2001. And then my address is 2555 Simpson Street Southeast, Salem, Oregon 97301.

Speaker speaker_1: Okay, thank you.

Speaker speaker_2: No problem.

Speaker speaker_1: Okay. And then is your phone number the 273-6797?

Speaker speaker_2: Uh, yes. I'm calling off a different number right now, but that's, uh, my phone number when... My phone is just dead right now.

Speaker speaker_1: Okay, thank you. And then I have jagstroker1488@gmail.com. Is that correct?

Speaker speaker_2: Yeah.

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

Speaker speaker_2: Uh, yeah.

Speaker speaker_1: I'm sorry. You said you already have. Um, do you, do you need it via email or just a request for a physical one?

Speaker speaker_2: No. An email would be great. I mean, uh, an email would be great. I mean, I can take a physical one too, but I'm trying to make an appointment somewhere and I can't do it without one of those.

Speaker speaker_1: Oh, okay. Gotcha. Okay.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Do you want me to send them all or just your medical one?

Speaker speaker_2: Um, uh, all doing what? Because I have the dental one, but do I need-

Speaker speaker_1: Oh, okay.

Speaker speaker_2: ... to send you two?

Speaker speaker_1: No. I was, uh, 'cause it would really just be dental and then your medical one, but you have dental already?

Speaker speaker_2: I do. Yeah, I already have the dental. I got like two, four of them in the mail, so we're good.

Speaker speaker_1: I do too. Okay. Um, so I'm gonna go ahead and send you that via email and I'm gonna go ahead and request it, okay?

Speaker speaker_2: Okay. Sounds good. Thank you so much.

Speaker speaker_1: You're welcome. I'm, I'm gonna put you in a brief hold while I do that.

Speaker speaker_2: Okay, sounds good.

Speaker speaker_1: Okay.