

## **Transcript: Estefania**

**Acevedo-6242780720840704-6075136000573440**

### **Full Transcript**

Thank you for calling Benefits in a Card. Your name is Stephanie. How can I assist you? Um, yes, hello. Um, I work for Staff Tenancy in Batesville and I'm-- I need to get my dental and vision card mailed in. I just got my information started deducted from my paycheck this week. Okay. So if it's the first week that you have active coverage, that means you're gonna get it by this Friday or next Friday. But for the meantime, I can email them to you electronically if they're available. Typically, they're ready on Thursday, but I can check to see if at least your policy number is ready. If not, I can just leave myself a little note for tomorrow to email them to you. Um, but what's the name of that staffing agency again? You kind of broke off when you told me the name. Something staffing? Camp Staff and, um, I need- Camp Staff? Yeah. I need to check and make sure you have my mailing address and my email address. Okay. And then, um, what is the last four of your Social? 6327. And your first and last name? Is it Nicholas? Nicholas Walton. Okay, thank you. Can you please verify the address that you think we might have on file as well as your date of birth for security purposes? 3068 Viney Creek Road. Mm-hmm. Sardis, Mississippi 38666 and, uh, June 5th, '86. Okay. And then is that the address that the cards are gonna go to? 'Cause that's the same address that I have. That's correct. That's correct. Okay. And then I have 662-578-3365 as your phone number. Is that correct still? That's cor- correct. Mm-hmm. And I have nickwalton2005@yahoo.com and also, I have nickwalton2005@gmail.com. Are those two correct? Yes. So Yahoo's probably more better, but yes. That's... Both of, both of them are correct. Yeah. Okay, so let me see. Okay. So yeah, most likely you're gonna get your cards sometimes this week or next. But in the meantime, I can send them to you electronically. Would you want me to send both on, um, the cards to both of the emails or just one? Or the Yahoo one? Uh, just, just the Yahoo is fine. Yeah. Okay. I'ma put you in a brief hold while I get that ready, and then I'll get you to verify that you did get them. I'll be right back. I'ma put you in a brief hold while I do that. All right. Okay. So, um, your vision as well as your dental card isn't available yet, so I'ma most likely have to check back tomorrow, 'cause typically they're ready on Thursday. Um, if they're, for some reason, not available in the morning whenever I come in, I'll send a email to our main office to provide those to me. Um, but if you want, in the meantime, let me know if you want me to just go ahead and send you your preventative card. That's the one that would cover like a physical, some vaccines and some SD cancer screenings. Or did you just want me to wait to send the three of them together? I've al- I've already got my, my medical card, the one from- Oh, gotcha. ... the other one. Yeah, I've got that. Gotcha. But I can wait 'til tomorrow, that's fine. Or just whenever. Because- Okay. So I'll leave myself a note. It doesn't- And follow up. Sorry. Just a second. Okay. Yeah, so I'll leave myself a note and then I'll be checking up on it. Most likely it'll be ready tomorrow, but if there's some reason it's not, I'll send a email to the main office letting them know if they could please email it to me. And then I'll just be giving you

a call letting you know when I send them over. And if you don't answer, I'll leave you a voice message and request a call back, sending it to your email. Okay. I appreciate it. Thank you. You're welcome. Have a nice day. Thank you.

## Conversation Format

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

Speaker speaker\_1: Um, yes, hello. Um, I work for Staff Tenancy in Batesville and I'm-- I need to get my dental and vision card mailed in. I just got my information started deducted from my paycheck this week.

Speaker speaker\_0: Okay. So if it's the first week that you have active coverage, that means you're gonna get it by this Friday or next Friday. But for the meantime, I can email them to you electronically if they're available. Typically, they're ready on Thursday, but I can check to see if at least your policy number is ready. If not, I can just leave myself a little note for tomorrow to email them to you. Um, but what's the name of that staffing agency again? You kind of broke off when you told me the name. Something staffing?

Speaker speaker\_1: Camp Staff and, um, I need-

Speaker speaker\_0: Camp Staff?

Speaker speaker\_1: Yeah. I need to check and make sure you have my mailing address and my email address.

Speaker speaker\_0: Okay. And then, um, what is the last four of your Social?

Speaker speaker\_1: 6327.

Speaker speaker\_0: And your first and last name? Is it Nicholas?

Speaker speaker\_1: Nicholas Walton.

Speaker speaker\_0: Okay, thank you. Can you please verify the address that you think we might have on file as well as your date of birth for security purposes?

Speaker speaker\_1: 3068 Viney Creek Road.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Sardis, Mississippi 38666 and, uh, June 5th, '86.

Speaker speaker\_0: Okay. And then is that the address that the cards are gonna go to? 'Cause that's the same address that I have.

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

Speaker speaker\_0: Okay. And then I have 662-578-3365 as your phone number. Is that correct still?

Speaker speaker\_1: That's cor- correct. Mm-hmm.

Speaker speaker\_0: And I have nickwalton2005@yahoo.com and also, I have nickwalton2005@gmail.com. Are those two correct?

Speaker speaker\_1: Yes. So Yahoo's probably more better, but yes. That's... Both of, both of them are correct. Yeah.

Speaker speaker\_0: Okay, so let me see. Okay. So yeah, most likely you're gonna get your cards sometimes this week or next. But in the meantime, I can send them to you electronically. Would you want me to send both on, um, the cards to both of the emails or just one? Or the Yahoo one?

Speaker speaker\_1: Uh, just, just the Yahoo is fine. Yeah.

Speaker speaker\_0: Okay. I'ma put you in a brief hold while I get that ready, and then I'll get you to verify that you did get them. I'll be right back. I'ma put you in a brief hold while I do that.

Speaker speaker\_1: All right.

Speaker speaker\_0: Okay. So, um, your vision as well as your dental card isn't available yet, so I'ma most likely have to check back tomorrow, 'cause typically they're ready on Thursday. Um, if they're, for some reason, not available in the morning whenever I come in, I'll send a email to our main office to provide those to me. Um, but if you want, in the meantime, let me know if you want me to just go ahead and send you your preventative card. That's the one that would cover like a physical, some vaccines and some SD cancer screenings. Or did you just want me to wait to send the three of them together?

Speaker speaker\_1: I've al- I've already got my, my medical card, the one from-

Speaker speaker\_0: Oh, gotcha.

Speaker speaker\_1: ... the other one. Yeah, I've got that.

Speaker speaker\_0: Gotcha.

Speaker speaker\_1: But I can wait 'til tomorrow, that's fine. Or just whenever. Because-

Speaker speaker\_0: Okay. So I'll leave myself a note.

Speaker speaker\_1: It doesn't-

Speaker speaker\_0: And follow up.

Speaker speaker\_1: Sorry. Just a second.

Speaker speaker\_0: Okay. Yeah, so I'll leave myself a note and then I'll be checking up on it. Most likely it'll be ready tomorrow, but if there's some reason it's not, I'll send a email to the main office letting them know if they could please email it to me. And then I'll just be giving you a call letting you know when I send them over. And if you don't answer, I'll leave you a voice message and request a call back, sending it to your email.

Speaker speaker\_1: Okay. I appreciate it. Thank you.

Speaker speaker\_0: You're welcome. Have a nice day.

Speaker speaker\_1: Thank you.