

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. Uh, I'm in a clinic right now. I'm trying to use my insurance, but I don't actually have the physical card on me. All right. I'm wondering... Yeah. I can send you it. Mm-hmm. What's your staffing agency's name? It's uh, Integrity Trade Services. Services? Okay. And then what are the last four of your Social? 7-5-6-1. 7-5-6-1? Yeah. And then your first and last name, please? First name, Anthony. Last name, Varela. V as in Victor, A as in alpha, R as in Richard, E as in echo, L as in Lima, A as in alpha. Okay. And then for security purposes, could you verify your address and date of birth? My date of birth is , excuse me, is uh, 10/11/94, and the address is 8703 West 141st Ave., Cedar Lake, Indiana, 46303. Okay. And then 781-267-3134 is your phone number? That is correct. And then I have your last name period anthony617@gmail.com. Is that a good email to send the cards to? Yes, it is. Did you want me to send you all your cards, or a certain one? Um, just send them all. Okay. I'll be right back. I'm gonna go ahead and email you that. I'll be right back. Thank you so much. Mm-hmm. Okay, sir. I went ahead and emailed that to you. Do you mind double-checking for me, um, just to- No, of course. ... verify that you received it? I sent you your vision card, and then right next to vision it's your, um, your medical card, which is gonna say APL, and then the one right next to it is gonna say Carentan, and that's for dental. Okay, so, so vision and APL- Yep, that- ... and what's the other one? Yeah, no, and that says APL is for your VIP Classic, which is your medical plan, and then the Carentan is for dental. Okay, let me just download this file real quick. Okay. Just has to double-check and make sure. Okay. It looks like everything's all set. All right, sir. Um, did you need anything else? Uh, no. Oh, actually, is there any way that I could get these physically mailed to me? Yeah, you never received them? No, I did not. I received my vision card through MetLife, but I don't have my- Yeah. ... actual medical, um, health card. Yeah, I can go ahead and request it. It should take seven to ten business days to receive it, not including weekends. Okay, that's fine. Thank you so much. You're welcome. Have a nice day. Thank you. You, too.

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. Uh, I'm in a clinic right now. I'm trying to use my insurance, but I don't actually have the physical card on me.

Speaker speaker_0: All right.

Speaker speaker_1: I'm wondering... Yeah.

Speaker speaker_0: I can send you it. Mm-hmm. What's your staffing agency's name?

Speaker speaker_1: It's uh, Integrity Trade Services.

Speaker speaker_0: Services? Okay. And then what are the last four of your Social?

Speaker speaker_1: 7-5-6-1.

Speaker speaker_0: 7-5-6-1?

Speaker speaker_1: Yeah.

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

Speaker speaker_1: First name, Anthony. Last name, Varela. V as in Victor, A as in alpha, R as in Richard, E as in echo, L as in Lima, A as in alpha.

Speaker speaker_0: Okay. And then for security purposes, could you verify your address and date of birth?

Speaker speaker_1: My date of birth is , excuse me, is uh, 10/11/94, and the address is 8703 West 141st Ave., Cedar Lake, Indiana, 46303.

Speaker speaker_0: Okay. And then 781-267-3134 is your phone number?

Speaker speaker_1: That is correct.

Speaker speaker_0: And then I have your last name period anthony617@gmail.com. Is that a good email to send the cards to?

Speaker speaker_1: Yes, it is.

Speaker speaker_0: Did you want me to send you all your cards, or a certain one?

Speaker speaker_1: Um, just send them all.

Speaker speaker_0: Okay. I'll be right back. I'm gonna go ahead and email you that. I'll be right back.

Speaker speaker_1: Thank you so much.

Speaker speaker_0: Mm-hmm. Okay, sir. I went ahead and emailed that to you. Do you mind double-checking for me, um, just to-

Speaker speaker_1: No, of course.

Speaker speaker_0: ... verify that you received it? I sent you your vision card, and then right next to vision it's your, um, your medical card, which is gonna say APL, and then the one right next to it is gonna say Carentan, and that's for dental.

Speaker speaker_1: Okay, so, so vision and APL-

Speaker speaker_0: Yep, that-

Speaker speaker_1: ... and what's the other one?

Speaker speaker_0: Yeah, no, and that says APL is for your VIP Classic, which is your medical plan, and then the Carentan is for dental.

Speaker speaker_1: Okay, let me just download this file real quick.

Speaker speaker_0: Okay.

Speaker speaker_1: Just has to double-check and make sure. Okay. It looks like everything's all set.

Speaker speaker_0: All right, sir. Um, did you need anything else?

Speaker speaker_1: Uh, no. Oh, actually, is there any way that I could get these physically mailed to me?

Speaker speaker_0: Yeah, you never received them?

Speaker speaker_1: No, I did not. I received my vision card through MetLife, but I don't have my-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... actual medical, um, health card.

Speaker speaker_0: Yeah, I can go ahead and request it. It should take seven to ten business days to receive it, not including weekends.

Speaker speaker_1: Okay, that's fine. Thank you so much.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: Thank you. You, too.