

Transcript: Estefania

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Full Transcript

Hello. This is- Yeah. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. This is Chia Pu Chang. How can I help you? Yeah, um, I cannot find my medical card and, uh, can you get information for my nurse here so she can get the information, so she can get my, uh, medical 'cause I'm in the hospital right now? Yeah. So if you want, I can actually email it to you. Yeah, email it to me right now. Um, can you please give me the name of your staffing agency? Uh, uh, she's not here. Can't you just talk to her and she, and give to her that? So, I actually need the information from you to pull you up. Okay. Because we administrate different agencies. Okay. So I need the name of the staffing agency that you work for so that I can pull you up in our system. Oh. Oh, that's Doherty Staffing. I'm sorry, c- you broke up a little bit. Did you say Doherty Staffing? Yeah, Doherty Staffing. Okay. And then what are the last four of your social? 5301. And then can you please verify your address and date of birth? Address is 8450 176 PS Landover West, uh, Ramsey, Minnesota, 55303. And the birthday? June 15, 1980. 763-318-0990 is your phone number? Correct. And then I have chia12345@gmail.com. Is that still correct? Is that the email that I'm sending the cards to? Yes. Okay. Um, I'm gonna put you in a brief hold while I send that to your email. Do you want me to send dental and then your medical card, or just your medical? Uh, I got a dental right here but I just need a medical. Medical? Okay. I'll be right back. Let me go ahead and send that to your email. I'm going to put you- On both, on both side. ... in a brief hold, okay? On both side. Oh my god. Oh. Yeah. Can I answer? Okay. I went ahead and emailed that card to you. Um, do you mind checking your email just to make sure that you did receive it? It should come from the email that says info@benefitsinacard.com. And then I attached your, uh, medical card that you're missing on there. Uh, what is it? Um, it's going to come from an email that says info@benefitsinacard.com. And I sent you your card to that email that you have on file. Mm, I don't have it yet. Let me see. I would check your spam and your junk 'cause sometimes it gets sent on there. And I sent it- W- what is it? ... to the email. That's chia12345@gmail.com. Is that the email? No. No, no, wrong. Ch, uh, no, c-t-c-h-a-n-g12345@gmail.com. I'm sorry. Say that again. C? C-t-c-h-a-n-g12345@gmail.com. Okay. Got it. Yeah, it was wrong. Okay. Give me one second. Yeah, that's why I didn't even speak. Let me send that one more time. This shouldn't take long. Sorry. It's okay. Let's see. Okay. I sent it. Do you mind checking to see if you received it, please? Mm, just on the screen, I see nothing pop out yet. Loading. Hm. It's called... W- what's that called? Info@benefitsinacard.com. Mm. And then I also have your policy number if you don't get it, but I did send it to- Okay. C-P Chang12345@gmail.com. Yep. But I, I have policy number as well. Can I forward that to him right now, like? Yeah, forward. Yeah. Good. Can you please check your spam and your junk? She got it. I got it. Okay. Good. Did you need anything else? Oh, that's it. Thank you very much. Have a good day. You're

welcome. Have a nice day. Okay. You too. Bye-bye. Well. No wonder I can't believe we have wrong medical card. We definitely have the wrong... Yeah.

Conversation Format

Speaker speaker_0: Hello. This is-

Speaker speaker_1: Yeah.

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. This is Chia Pu Chang.

Speaker speaker_0: How can I help you?

Speaker speaker_1: Yeah, um, I cannot find my medical card and, uh, can you get information for my nurse here so she can get the information, so she can get my, uh, medical 'cause I'm in the hospital right now?

Speaker speaker_0: Yeah. So if you want, I can actually email it to you.

Speaker speaker_1: Yeah, email it to me right now.

Speaker speaker_0: Um, can you please give me the name of your staffing agency?

Speaker speaker_1: Uh, uh, she's not here. Can't you just talk to her and she, and give to her that?

Speaker speaker_0: So, I actually need the information from you to pull you up.

Speaker speaker_1: Okay.

Speaker speaker_0: Because we administrate different agencies.

Speaker speaker_1: Okay.

Speaker speaker_0: So I need the name of the staffing agency that you work for so that I can pull you up in our system.

Speaker speaker_1: Oh. Oh, that's Doherty Staffing.

Speaker speaker_0: I'm sorry, c- you broke up a little bit. Did you say Doherty Staffing?

Speaker speaker_1: Yeah, Doherty Staffing.

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

Speaker speaker_1: 5301.

Speaker speaker_0: And then can you please verify your address and date of birth?

Speaker speaker_1: Address is 8450 176 PS Landover West, uh, Ramsey, Minnesota, 55303.

Speaker speaker_0: And the birthday?

Speaker speaker_1: June 15, 1980.

Speaker speaker_0: 763-318-0990 is your phone number?

Speaker speaker_1: Correct.

Speaker speaker_0: And then I have chia12345@gmail.com. Is that still correct? Is that the email that I'm sending the cards to?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, I'm gonna put you in a brief hold while I send that to your email. Do you want me to send dental and then your medical card, or just your medical?

Speaker speaker_1: Uh, I got a dental right here but I just need a medical.

Speaker speaker_0: Medical? Okay. I'll be right back. Let me go ahead and send that to your email. I'm going to put you-

Speaker speaker_1: On both, on both side.

Speaker speaker_0: ... in a brief hold, okay?

Speaker speaker_1: On both side. Oh my god. Oh. Yeah. Can I answer?

Speaker speaker_0: Okay. I went ahead and emailed that card to you. Um, do you mind checking your email just to make sure that you did receive it? It should come from the email that says info@benefitsinacard.com. And then I attached your, uh, medical card that you're missing on there.

Speaker speaker_1: Uh, what is it?

Speaker speaker_0: Um, it's going to come from an email that says info@benefitsinacard.com. And I sent you your card to that email that you have on file.

Speaker speaker_1: Mm, I don't have it yet. Let me see.

Speaker speaker_0: I would check your spam and your junk 'cause sometimes it gets sent on there. And I sent it-

Speaker speaker_1: W- what is it?

Speaker speaker_0: ... to the email. That's chia12345@gmail.com. Is that the email?

Speaker speaker_1: No. No, no, wrong. Ch, uh, no, c-t-c-h-a-n-g12345@gmail.com.

Speaker speaker_0: I'm sorry. Say that again. C?

Speaker speaker_1: C-t-c-h-a-n-g12345@gmail.com.

Speaker speaker_0: Okay. Got it. Yeah, it was wrong. Okay. Give me one second.

Speaker speaker_1: Yeah, that's why I didn't even speak.

Speaker speaker_0: Let me send that one more time. This shouldn't take long.

Speaker speaker_1: Sorry.

Speaker speaker_0: It's okay. Let's see. Okay. I sent it. Do you mind checking to see if you received it, please?

Speaker speaker_1: Mm, just on the screen, I see nothing pop out yet.

Speaker speaker_0: Loading.

Speaker speaker_1: Hm. It's called... W- what's that called?

Speaker speaker_0: Info@benefitsinacard.com.

Speaker speaker_1: Mm.

Speaker speaker_0: And then I also have your policy number if you don't get it, but I did send it to-

Speaker speaker_1: Okay.

Speaker speaker_0: C-P Chang12345@gmail.com.

Speaker speaker_1: Yep.

Speaker speaker_0: But I, I have policy number as well.

Speaker speaker_2: Can I forward that to him right now, like?

Speaker speaker_1: Yeah, forward. Yeah.

Speaker speaker_0: Good. Can you please check your spam and your junk?

Speaker speaker_2: She got it.

Speaker speaker_1: I got it.

Speaker speaker_0: Okay. Good. Did you need anything else?

Speaker speaker_1: Oh, that's it. Thank you very much. Have a good day.

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

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_2: Well.

Speaker speaker_1: No wonder I can't believe we have wrong medical card.

Speaker speaker_2: We definitely have the wrong...

Speaker speaker_1: Yeah.