

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits and Appliance. My name is Stephanie. How can I assist you? Um, yes, I signed up for insurance, uh, just over two months ago through my employer, through Innovative Staff Solutions, and I haven't been able to get any of my prescriptions or see a doctor or anything because I have no insurance cards. Okay. If you want, I can send it to you, if it's available. Okay. That'd be great. You said you work with Innovations Staff Solution? Innovative Staff Solutions. Okay. And then what are the last four of your Social? 5613. And your first and last name, please? Eric Williamson. For security purposes, can you verify your address and date of birth? 1014 West South Second Street, Shelbyville, Illinois, 62565. And date of birth is 5/16/1988. Okay. Thank you. And then 217-246-1982 is your phone, phone number? Yes. And then I have ericw62009@gmail.com. Is that up-to-date? Yes. Okay. And then, um, if, if you can, I'm gonna go ahead and put you in a brief hold, and then I'm gonna download your cards and send them to you. Is that a good email you want me to send it to? Okay, thanks. Yes, that, that email that I have listed. All right. I'll be right back. Okay. Okay. Thank you for your hold, Eric. I went ahead and emailed that to you. It should come from an email that says info@benefitsandappral.com. Do you mind double-checking, just in case you didn't get it? Um, yes, I actually did get it. Okay. And that has your three clients here. Insure Plus is gonna say APL, dental s- is gonna say Carrington, and then Vision is gonna say MetLife. But you'll see it when- Okay. ... when we send them. All right. Do you have any other questions? Um, no, not at this time. All right. Well, I hope you have a great night. Have a nice day. You, you too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Appliance. My name is Stephanie. How can I assist you?

Speaker speaker_1: Um, yes, I signed up for insurance, uh, just over two months ago through my employer, through Innovative Staff Solutions, and I haven't been able to get any of my prescriptions or see a doctor or anything because I have no insurance cards.

Speaker speaker_0: Okay. If you want, I can send it to you, if it's available.

Speaker speaker_1: Okay. That'd be great.

Speaker speaker_0: You said you work with Innovations Staff Solution?

Speaker speaker_1: Innovative Staff Solutions.

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

Speaker speaker_1: 5613.

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

Speaker speaker_1: Eric Williamson.

Speaker speaker_0: For security purposes, can you verify your address and date of birth?

Speaker speaker_1: 1014 West South Second Street, Shelbyville, Illinois, 62565. And date of birth is 5/16/1988.

Speaker speaker_0: Okay. Thank you. And then 217-246-1982 is your phone, phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: And then I have ericw62009@gmail.com. Is that up-to-date?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then, um, if, if you can, I'm gonna go ahead and put you in a brief hold, and then I'm gonna download your cards and send them to you. Is that a good email you want me to send it to?

Speaker speaker_1: Okay, thanks. Yes, that, that email that I have listed.

Speaker speaker_0: All right. I'll be right back.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Thank you for your hold, Eric. I went ahead and emailed that to you. It should come from an email that says info@benefitsandappral.com. Do you mind double-checking, just in case you didn't get it?

Speaker speaker_1: Um, yes, I actually did get it.

Speaker speaker_0: Okay. And that has your three clients here. Insure Plus is gonna say APL, dental s- is gonna say Carrington, and then Vision is gonna say MetLife. But you'll see it when-

Speaker speaker_1: Okay.

Speaker speaker_0: ... when we send them. All right. Do you have any other questions?

Speaker speaker_1: Um, no, not at this time.

Speaker speaker_0: All right. Well, I hope you have a great night. Have a nice day.

Speaker speaker_1: You, you too. Bye-bye.