

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Gracias... Oh, thank you for calling Benefits Center Card. My name is Stephanie. How can I assist you? Yeah, my name is Robert Manwarren. I work through the resource and I, I just recently got my, um, Benefits Center Card, the card for dental and vision. But I don't have a medical card. Okay. Um, so then do you have one of the VIP plans by any chance? I, I don't know. It, it... I've been on the same plan for a long time, so I, I have no idea. Oh, okay. I can check. Um, you said you were with the resource. Yeah. What are the last four of your Social? 7679. Okay. And then, is it Robert? Yes, Robert Manwarren. Thank you. And for security purposes, I do need you to verify your address as well as your date of birth. It's, um, 249 Duke Street, Cooleem, North Carolina, 27014 and PO Box 67. Um, and my date of birth, November 21st, 1972. I'm sorry, you were breaking up a little bit. Did you say 249 Duke? Duke. D-U-K-E, yeah. Mm-hmm. And then Street, what PO Box was it? 67. Okay. Um, what was that date of birth again? November 21st, 1972. Okay, thank you. Um, is that a good address to send that card to? Is that where you get your mail? Yeah. The- Okay. PO Box 67 is, yeah. Okay, thank you. Um, and then is 410-226-6567 a good phone number? It's, uh, 410-226-6567. Okay, thank you. And then, I have rmanw... warrensr@gmail.com? Yes. Okay. So normally for the VIP basic cards, the VIP plans, they normally don't mail those cards to you, but I can go ahead and put in a request for you to receive one. Or could they, could they like email me or text me the, the policy number- Yeah. ... and the group number- Yeah, if you want, I can go over there and do that. ... so that, so that I can give it from my doctor's office? Yes, sir. Yeah, that'd be great. I can go ahead and do that right now, if you wish. Um, can I put you in a brief hold while I send that information over to your email? Yeah, that's fine. Thank you. And then, do you still want me to request one though? 'Cause I could go ahead and put in a request for you to get a physical one. Yeah, that'd be good. Thank you. Okay. You're welcome. I just want... I, I mean, I, I've been having appointments, so I can't give them any of that information and they wanna, uh, bill me upfront and I can't, I can't, I don't have the money to pay upfront fees. You know what I mean? Okay, yeah. Um, so I'm gonna go ahead and I'm gonna put you in a brief hold and I'm gonna go ahead and send all that information to you. Okay, thank you. Thank you for your hold. I went ahead and sent you that email on file. I don't know if you wanna double check just to make sure that you have received it. Yeah, I can, I can double check real quick. Okay, thank you. Um. I'm still looking. Hold on. Okay. If you don't see it, I would check your, um, junk and spam 'cause sometimes it sends it to the- Yeah, I got it. Okay. Yeah, I got it. And then that should have your policy number and then the pharmacy's information as well. And I went ahead and put that request in for you to receive that medical card to that PO Box. All right. Thank you. You're welcome. I hope you have a good day. I don't know if you had any more questions for me. No, I have no more questions. Thank you very much. You have a wonderful

day. Thank you. You do too. It should take like seven to 10 days for you to receive that medical card, okay? Oh, okay. Thank you. Thank you. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Gracias... Oh, thank you for calling Benefits Center Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Yeah, my name is Robert Manwarren. I work through the resource and I, I just recently got my, um, Benefits Center Card, the card for dental and vision. But I don't have a medical card.

Speaker speaker_1: Okay. Um, so then do you have one of the VIP plans by any chance?

Speaker speaker_2: I, I don't know. It, it... I've been on the same plan for a long time, so I, I have no idea.

Speaker speaker_1: Oh, okay. I can check. Um, you said you were with the resource.

Speaker speaker_2: Yeah.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_2: 7679.

Speaker speaker_1: Okay. And then, is it Robert?

Speaker speaker_2: Yes, Robert Manwarren.

Speaker speaker_1: Thank you. And for security purposes, I do need you to verify your address as well as your date of birth.

Speaker speaker_2: It's, um, 249 Duke Street, Cooleem, North Carolina, 27014 and PO Box 67. Um, and my date of birth, November 21st, 1972.

Speaker speaker_1: I'm sorry, you were breaking up a little bit. Did you say 249 Duke?

Speaker speaker_2: Duke. D-U-K-E, yeah.

Speaker speaker_1: Mm-hmm. And then Street, what PO Box was it?

Speaker speaker_2: 67.

Speaker speaker_1: Okay. Um, what was that date of birth again?

Speaker speaker_2: November 21st, 1972.

Speaker speaker_1: Okay, thank you. Um, is that a good address to send that card to? Is that where you get your mail?

Speaker speaker_2: Yeah. The-

Speaker speaker_1: Okay.

Speaker speaker_2: PO Box 67 is, yeah.

Speaker speaker_1: Okay, thank you. Um, and then is 410-226-6567 a good phone number?

Speaker speaker_2: It's, uh, 410-226-6567.

Speaker speaker_1: Okay, thank you. And then, I have rmanw... warrensr@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So normally for the VIP basic cards, the VIP plans, they normally don't mail those cards to you, but I can go ahead and put in a request for you to receive one.

Speaker speaker_2: Or could they, could they like email me or text me the, the policy number-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... and the group number-

Speaker speaker_1: Yeah,

Speaker speaker_3: if you want, I can go over there and do that.

Speaker speaker_2: ... so that, so that I can give it from my doctor's office?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Yeah, that'd be great.

Speaker speaker_1: I can go ahead and do that right now, if you wish. Um, can I put you in a brief hold while I send that information over to your email?

Speaker speaker_2: Yeah, that's fine. Thank you.

Speaker speaker_1: And then, do you still want me to request one though? 'Cause I could go ahead and put in a request for you to get a physical one.

Speaker speaker_2: Yeah, that'd be good. Thank you.

Speaker speaker_1: Okay. You're welcome.

Speaker speaker_2: I just want... I, I mean, I, I've been having appointments, so I can't give them any of that information and they wanna, uh, bill me upfront and I can't, I can't, I don't have the money to pay upfront fees. You know what I mean?

Speaker speaker_1: Okay, yeah. Um, so I'm gonna go ahead and I'm gonna put you in a brief hold and I'm gonna go ahead and send all that information to you.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: Thank you for your hold. I went ahead and sent you that email on file. I don't know if you wanna double check just to make sure that you have received it.

Speaker speaker_2: Yeah, I can, I can double check real quick.

Speaker speaker_1: Okay, thank you.

Speaker speaker_2: Um. I'm still looking. Hold on.

Speaker speaker_1: Okay. If you don't see it, I would check your, um, junk and spam 'cause sometimes it sends it to the-

Speaker speaker_2: Yeah, I got it.

Speaker speaker_1: Okay.

Speaker speaker_2: Yeah, I got it.

Speaker speaker_1: And then that should have your policy number and then the pharmacy's information as well. And I went ahead and put that request in for you to receive that medical card to that PO Box.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: You're welcome. I hope you have a good day. I don't know if you had any more questions for me.

Speaker speaker_2: No, I have no more questions. Thank you very much. You have a wonderful day.

Speaker speaker_1: Thank you. You do too. It should take like seven to 10 days for you to receive that medical card, okay?

Speaker speaker_2: Oh, okay. Thank you.

Speaker speaker_1: Thank you.

Speaker speaker_2: Bye.