

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Benefits in a Card, my name is Stephanie. How can I assist you? Hi, Stephanie. Uh, I work with HSS and my name's Anjana. Mm-hmm. I already, um, enrolled for the benefit but we never received the ID card and when I go on my dashboard and there you say, there it says email your ID, but then it says that your digital copy is not available yet. Okay. Is there any way poss- possible that you give me a number, ID number or something? Because I'm at the hospital for my shots and they said they don't have anything. Yes. I need it. Okay, yeah. Yeah, I can help you. Um, what is, what are the last four of your Social? You said you work with H&S;&R.; Yes. Give me one second. Just a second. Okay, yeah, you're fine. Okay, it is 381... 3818. And I also have my husband as a dependent in my insurance. Do you need his Social number? No, I just, I just need your information, um, please. Okay. The information is gonna pop up. Mm-hmm. What's your first and last name? Yes. The first name is A-N-J-A-N-A-B-E-N, which is Anjanaben, and the last name is Patel. For security purposes could you please verify your address as well as your date of birth? Yes. So first the address, it's a 9 Cathcart Drive, Apartment 1, Jarvis City, Connecticut, 06351. And now the birthday is April 7th, 1970. Okay, thank you. Is your phone number still 860-710-4124? Correct, yes. And then I have ruchipatel2410@gmail.com and then I also have archipatel001@gmail.com. Is that correct? Yes, yes. Um, which one would you like me to send it to? Archi. The archipatel one. Okay. All right, I'll go ahead and send you that information. Um, do you mind getting put in a brief hold while I email that to you? No, I'm fine, you can put me on hold. Okay, thank you. Ms. Patel, I went ahead and emailed you your card to that email file. Do you mind verifying that you received it? Um, it should come, it should be coming from an email that says info@benefitsinacard.com. Yes, and do you mind also sending me hard copies at my address? Yes. So you want to request a physical copy? Yeah, that as well. Okay, yeah. I'll put that request in. You should be getting it within seven to ten business days, okay? Okay, yep. Uh, if you can just hold on a second, I am looking for my emails. Yes, that's fine. I haven't gotten anything yet. If you receive, I would check your spam and your junk file as well. Okay, and then it comes from, you said, Info something, right? Yeah, info@benefitsinacard.com. Hey, Oliver, can you get in touch? Okay. Okay. Yeah. 3:01 PM. Haven't received anything yet. There's just- Um, if you want, I can try to send it one more time. That would be... Yeah, if you could do that, please. Okay. Yeah. One more time. And the email you have is A-r-c-h-i-p-a-t-e-l-w- Oh, okay. ...y-s-u. I'm sorry. I sent it to the R-u-c-h-i. Oh, I see. That's okay. So, send it to the one, the A-r-c-h-i, not the r one, right? Yeah. That's what I said. But... Okay. Give me one second. Let me find that email. Hm. All right. Uh, it is sending. And then if you could just verify if you received it. Mm-hmm. I got it. Okay. And then, um, I went ahead and put that request in for your VIP card to be sent to you. And that's a good address, right? The one that I'm- Yeah. Mm-hmm. The one that you provided. Yes. Okay. All

right. Well, you're all set. Okay. You should be getting that within seven to ten business days, okay? Thank you so much. You're welcome. Have a nice day. You too. Bye. Bye.

Conversation Format

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

Speaker speaker_1: Benefits in a Card, my name is Stephanie. How can I assist you?

Speaker speaker_2: Hi, Stephanie. Uh, I work with HSS and my name's Anjana. Mm-hmm. I already, um, enrolled for the benefit but we never received the ID card and when I go on my dashboard and there you say, there it says email your ID, but then it says that your digital copy is not available yet.

Speaker speaker_1: Okay.

Speaker speaker_2: Is there any way poss- possible that you give me a number, ID number or something? Because I'm at the hospital for my shots and they said they don't have anything.

Speaker speaker_1: Yes.

Speaker speaker_2: I need it.

Speaker speaker_1: Okay, yeah. Yeah, I can help you. Um, what is, what are the last four of your Social? You said you work with H&S;&R.;

Speaker speaker_2: Yes. Give me one second. Just a second.

Speaker speaker_1: Okay, yeah, you're fine.

Speaker speaker_2: Okay, it is 381... 3818. And I also have my husband as a dependent in my insurance. Do you need his Social number?

Speaker speaker_1: No, I just, I just need your information, um, please.

Speaker speaker_2: Okay.

Speaker speaker_1: The information is gonna pop up.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: What's your first and last name?

Speaker speaker_2: Yes. The first name is A-N-J-A-N-A-B-E-N, which is Anjanaben, and the last name is Patel.

Speaker speaker_1: For security purposes could you please verify your address as well as your date of birth?

Speaker speaker_2: Yes. So first the address, it's a 9 Cathcart Drive, Apartment 1, Jarvis City, Connecticut, 06351. And now the birthday is April 7th, 1970.

Speaker speaker_1: Okay, thank you. Is your phone number still 860-710-4124?

Speaker speaker_2: Correct, yes.

Speaker speaker_1: And then I have ruchipatel2410@gmail.com and then I also have archipatel001@gmail.com. Is that correct?

Speaker speaker_2: Yes, yes.

Speaker speaker_1: Um, which one would you like me to send it to?

Speaker speaker_2: Archi. The archipatel one.

Speaker speaker_1: Okay. All right, I'll go ahead and send you that information. Um, do you mind getting put in a brief hold while I email that to you?

Speaker speaker_2: No, I'm fine, you can put me on hold.

Speaker speaker_1: Okay, thank you. Ms. Patel, I went ahead and emailed you your card to that email file. Do you mind verifying that you received it? Um, it should come, it should be coming from an email that says info@benefitsinacard.com.

Speaker speaker_2: Yes, and do you mind also sending me hard copies at my address?

Speaker speaker_1: Yes. So you want to request a physical copy?

Speaker speaker_2: Yeah, that as well.

Speaker speaker_1: Okay, yeah. I'll put that request in. You should be getting it within seven to ten business days, okay?

Speaker speaker_2: Okay, yep. Uh, if you can just hold on a second, I am looking for my emails.

Speaker speaker_1: Yes, that's fine.

Speaker speaker_2: I haven't gotten anything yet.

Speaker speaker_1: If you receive, I would check your spam and your junk file as well.

Speaker speaker_2: Okay, and then it comes from, you said, Info something, right?

Speaker speaker_1: Yeah, info@benefitsinacard.com.

Speaker speaker_3: Hey, Oliver, can you get in touch?

Speaker speaker_2: Okay. Okay.

Speaker speaker_3: Yeah. 3:01 PM.

Speaker speaker_4: Haven't received anything yet. There's just-

Speaker speaker_1: Um, if you want, I can try to send it one more time.

Speaker speaker_4: That would be... Yeah, if you could do that, please.

Speaker speaker_1: Okay. Yeah. One more time.

Speaker speaker_4: And the email you have is A-r-c-h-i-p-a-t-e-l-w-

Speaker speaker_1: Oh, okay.

Speaker speaker_4: ...y-s-u.

Speaker speaker_1: I'm sorry. I sent it to the R-u-c-h-i.

Speaker speaker_4: Oh, I see. That's okay.

Speaker speaker_1: So, send it to the one, the A-r-c-h-i, not the r one, right?

Speaker speaker_4: Yeah. That's what I said. But... Okay.

Speaker speaker_1: Give me one second. Let me find that email. Hm. All right. Uh, it is sending. And then if you could just verify if you received it.

Speaker speaker_4: Mm-hmm. I got it.

Speaker speaker_1: Okay. And then, um, I went ahead and put that request in for your VIP card to be sent to you. And that's a good address, right? The one that I'm-

Speaker speaker_4: Yeah.

Speaker speaker_1: Mm-hmm. The one that you provided.

Speaker speaker_4: Yes.

Speaker speaker_1: Okay. All right. Well, you're all set.

Speaker speaker_4: Okay.

Speaker speaker_1: You should be getting that within seven to ten business days, okay?

Speaker speaker_4: Thank you so much.

Speaker speaker_1: You're welcome. Have a nice day.

Speaker speaker_4: You too. Bye.

Speaker speaker_1: Bye.