

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you? Uh, this is Kasi Mungionganj for my insurance. How can I help you? Uh, I don't know where is my insurance. Okay. Um, what specific agency do you work for? Huh? What you say? I'm sorry. Did you say... I don't know where is my insurance. Can you send me a new one? Yeah. So what specific agency do you work for? 'Cause we're the healthcare administrators for different agencies. Okay. It's The Resource. The Resource? Okay. Yes. Okay. And then what are the last four of your Social? Uh, 61... Uh, 6191. You said 6191? Yes. And then your first and last name, please. Um, last name is Mungionganj. Okay. For security purposes, I do need you to verify your full address, as well as your date of birth. 108 Casera Street, Winston-Salem, North Carolina 27127. And your date of birth? My date of... Is October 20, 1984. Is your phone number 336-383-6825? Yes. And then I have your firstname.lastname@gmail.com. Is that up to date? Yeah. Okay. And then did... You lose your card? Is that what you were trying to tell me? Huh? That you need a new card? Yes. Okay. Um, all right. Can I put you on a brief hold while I send you your dental vision and your VIP card to your email file? Okay. Okay. Mm-hmm. Give me one second. Okay. Thank you for your hold. Um, do I still have you on the line? Um, I went ahead and emailed you your three cards to your email file, your dental, vision and your medical card. Do you mind verifying just to make sure that you did receive it? It should come from an email that says info@benefitsinacard.com. Okay. Let me see. Mm-hmm. Mmm. And if you don't see it right away, I would also check your spam and your junk file. Let me see. 80 00:04:31,841 -- 00:04:31,840 Let me see. Let me check again that one. Let me see my own resource group number 5374480. Um- This is for the vision? I'm sorry? I saw for the vision. Yeah. I attached vision, your dental and your VIP. Oh. So- The dental one's going to say, "Carentan." This i- And say, "APL, American Public Life." Oh. Uh, let me see. So there's going to be t- three different attachments attached to that en- to that email. The dental one, then the vision one and then the medical one. Okay. Okay. The dental one's going to say, "Carentan." I see. I see. Uh, "Indivi-" uh, "Coverage Individual. Casim Nyongange." Um, customer service, 80... Oh. Let me see. And it's going to come from an email that says info@benefitsinacard.com. That's the email that's sending it. Okay. Email is casimnyongange@gmail.com. Casim nyongange@gmail.com. I'm sorry, sir. I got... Is casimnyongange@gmail.com. Uh, no. It should say, "info@benefitsinacard.com." Oh. Let me see. So it's going to say- Okay. ... I-N-F-O. Yep. Okay. Let me see. And then @benefitsinacard.com. Let me see. I-N-F-O. Mm-hmm. So it's I-N- At, at benefits-inacard.com. @incard.com. Yes. Yeah. That's the e- that's the email that I sent the cards. Okay. Thank you. Did you receive it? Yeah. I received it. Um, okay. You did get the cards? I have here with email. Okay. Okay. So you will send the card again or no? Okay. Do you need

anything else? Any- No. I don't need anything. Thank you so much. Is that, um... Did you never receive them by any chance? Oh. I had the vision or only the, the vision and the dental, but for this one I do have. Uh, so you're just missing your medical one? Yes. Okay. Do you want me to go ahead and put in a request for it? No. I have here. I have here. Oh, okay. Okay. Okay. Gotcha. Oh. Okay. Okay. It is there. I have it in there. Yeah. Okay. Thank you so much. You're welcome. Have a nice day. Okay. You too.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Uh, this is Kasi Mungionganj for my insurance.

Speaker speaker_1: How can I help you?

Speaker speaker_2: Uh, I don't know where is my insurance.

Speaker speaker_1: Okay. Um, what specific agency do you work for?

Speaker speaker_2: Huh? What you say?

Speaker speaker_1: I'm sorry. Did you say...

Speaker speaker_2: I don't know where is my insurance. Can you send me a new one?

Speaker speaker_1: Yeah. So what specific agency do you work for? 'Cause we're the healthcare administrators for different agencies.

Speaker speaker_2: Okay. It's The Resource.

Speaker speaker_1: The Resource? Okay.

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then what are the last four of your Social?

Speaker speaker_2: Uh, 61... Uh, 6191.

Speaker speaker_1: You said 6191?

Speaker speaker_2: Yes.

Speaker speaker_1: And then your first and last name, please.

Speaker speaker_2: Um, last name is Mungionganj.

Speaker speaker_1: Okay. For security purposes, I do need you to verify your full address, as well as your date of birth.

Speaker speaker_2: 108 Casera Street, Winston-Salem, North Carolina 27127.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: My date of... Is October 20, 1984.

Speaker speaker_1: Is your phone number 336-383-6825?

Speaker speaker_2: Yes.

Speaker speaker_1: And then I have your firstname.lastname@gmail.com. Is that up to date?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. And then did... You lose your card? Is that what you were trying to tell me?

Speaker speaker_2: Huh?

Speaker speaker_1: That you need a new card?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, all right. Can I put you on a brief hold while I send you your dental vision and your VIP card to your email file?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Give me one second. Okay. Thank you for your hold. Um, do I still have you on the line? Um, I went ahead and emailed you your three cards to your email file, your dental, vision and your medical card. Do you mind verifying just to make sure that you did receive it? It should come from an email that says info@benefitsinacard.com.

Speaker speaker_3: Okay. Let me see.

Speaker speaker_1: Mm-hmm.

Speaker speaker_3: Mmm.

Speaker speaker_1: And if you don't see it right away, I would also check your spam and your junk file.

Speaker speaker_3: Let me see. 80 00:04:31,841 -- 00:04:31,840 Let me see. Let me check again that one. Let me see my own resource group number 5374480.

Speaker speaker_1: Um-

Speaker speaker_3: This is for the vision?

Speaker speaker_1: I'm sorry?

Speaker speaker_3: I saw for the vision.

Speaker speaker_1: Yeah. I attached vision, your dental and your VIP.

Speaker speaker_3: Oh. So-

Speaker speaker_1: The dental one's going to say, "Carentan."

Speaker speaker_3: This i-

Speaker speaker_1: And say, "APL, American Public Life."

Speaker speaker_3: Oh. Uh, let me see.

Speaker speaker_1: So there's going to be t- three different attachments attached to that email. The dental one, then the vision one and then the medical one.

Speaker speaker_3: Okay. Okay.

Speaker speaker_1: The dental one's going to say, "Carentan."

Speaker speaker_3: I see. I see. Uh, "Indivi-" uh, "Coverage Individual. Casim Nyongange." Um, customer service, 80... Oh. Let me see.

Speaker speaker_1: And it's going to come from an email that says info@benefitsinacard.com. That's the email that's sending it.

Speaker speaker_3: Okay. Email is casimnyongange@gmail.com. Casim nyongange@gmail.com.

Speaker speaker_1: I'm sorry, sir.

Speaker speaker_3: I got... Is casimnyongange@gmail.com.

Speaker speaker_1: Uh, no. It should say, "info@benefitsinacard.com."

Speaker speaker_3: Oh. Let me see.

Speaker speaker_1: So it's going to say-

Speaker speaker_3: Okay.

Speaker speaker_1: ... I-N-F-O.

Speaker speaker_3: Yep. Okay. Let me see.

Speaker speaker_1: And then @benefitsinacard.com.

Speaker speaker_3: Let me see. I-N-F-O.

Speaker speaker_1: Mm-hmm. So it's I-N-

Speaker speaker_3: At, at benefits-

Speaker speaker_1: Inacard.com.

Speaker speaker_3: @incard.com. Yes.

Speaker speaker_1: Yeah. That's the e- that's the email that I sent the cards.

Speaker speaker_3: Okay. Thank you.

Speaker speaker_1: Did you receive it?

Speaker speaker_3: Yeah. I received it.

Speaker speaker_1: Um, okay. You did get the cards?

Speaker speaker_3: I have here with email.

Speaker speaker_1: Okay.

Speaker speaker_3: Okay. So you will send the card again or no?

Speaker speaker_1: Okay. Do you need anything else? Any-

Speaker speaker_3: No. I don't need anything. Thank you so much.

Speaker speaker_1: Is that, um... Did you never receive them by any chance?

Speaker speaker_3: Oh. I had the vision or only the, the vision and the dental, but for this one I do have.

Speaker speaker_1: Uh, so you're just missing your medical one?

Speaker speaker_3: Yes.

Speaker speaker_1: Okay. Do you want me to go ahead and put in a request for it?

Speaker speaker_3: No. I have here. I have here.

Speaker speaker_1: Oh, okay. Okay. Okay. Gotcha. Oh. Okay. Okay.

Speaker speaker_3: It is there. I have it in there. Yeah.

Speaker speaker_1: Okay.

Speaker speaker_3: Thank you so much.

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

Speaker speaker_3: Okay. You too.