

Transcript: Estefania

Acevedo-6548350712201216-5230539301765120

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Um, hi. I'm trying to find my, um, medical ID number. Okay. Um, what staffing agency do you work for? Uh, Daharity. Okay. And then what are the last four of your Social? Uh, 5466. Okay, thank you. For security purposes, could you please verify your full address, as well as your date of birth? Um, 847 2nd Street Northwest, um, Apartment A201, Wadena, Minnesota 56487. Or 82, sorry. Okay. And then what was that date of birth? February 28th, 1999. Thank you. Is your phone number still the 218-245-3704? Correct. Okay. And then I have a email address of your first name, dss@outlook.com? Yes. Okay. All right, let's see. Sorry. Okay. By any chance, um, d- did you ever get your cards? No. No? Okay, so if you want, I can go ahead and put a request for you to get them as well. Mm-hmm. And then- And I do need my ID for... at the moment- Yeah. ... 'cause I am, um, at the hospital and I need to fill- Yeah, that's fine. Yeah. So I'll just send, I'll just send you your cards also to your email. So that card- Okay. ... is gonna have it when I send it over. Um, while I do that, can I put you in a brief hold while I send you all that information? Is that a good email to- Yeah, that's... ... send it to? Adrian nash@outlook.com? Yes. Yes. Okay, I'll be right back. All right, thank you. Mm-hmm. Huh, where was I? Thank you for your hold. I went ahead and emailed you those cards to your email file. Um, do you mind verifying that you received those, just so that I'm sure that you, that you did? Yeah. It should come from a email that says co@benefits.com. I'm on the phone with my insurance company, trying to get them to send me my- Trying to get what? I'm trying to get my, um, insurance thingy. Okay, I did get my ID card. Thank you. You're welcome. And that one should have your vision, your, um, medical card, which is BIP Standard, and then your dental as well. All right, thank you. And then you said you wanted me to put in a request for physical cards as well? Just making sure. Yes, please. Okay. All right. I'll go ahead and do that. You should be getting them within, like, seven to 10 business days. All right, thank you. You're welcome. Have a nice day. You too. Mm-hmm. Bye. Bye.

Conversation Format

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

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

Speaker speaker_2: Um, hi. I'm trying to find my, um, medical ID number.

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

Speaker speaker_2: Uh, Daharity.

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

Speaker speaker_2: Uh, 5466.

Speaker speaker_1: Okay, thank you. For security purposes, could you please verify your full address, as well as your date of birth?

Speaker speaker_2: Um, 847 2nd Street Northwest, um, Apartment A201, Wadena, Minnesota 56487. Or 82, sorry.

Speaker speaker_1: Okay. And then what was that date of birth?

Speaker speaker_2: February 28th, 1999.

Speaker speaker_1: Thank you. Is your phone number still the 218-245-3704?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. And then I have a email address of your first name, dss@outlook.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. All right, let's see. Sorry. Okay. By any chance, um, d- did you ever get your cards?

Speaker speaker_2: No.

Speaker speaker_1: No? Okay, so if you want, I can go ahead and put a request for you to get them as well.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And then-

Speaker speaker_2: And I do need my ID for... at the moment-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... 'cause I am, um, at the hospital and I need to fill-

Speaker speaker_1: Yeah, that's fine.

Speaker speaker_2: Yeah.

Speaker speaker_1: So I'll just send, I'll just send you your cards also to your email. So that card-

Speaker speaker_2: Okay.

Speaker speaker_1: ... is gonna have it when I send it over. Um, while I do that, can I put you in a brief hold while I send you all that information? Is that a good email to-

Speaker speaker_2: Yeah, that's...

Speaker speaker_1: ... send it to?

Speaker speaker_2: Adrian nash@outlook.com? Yes.

Speaker speaker_1: Yes. Okay, I'll be right back.

Speaker speaker_2: All right, thank you.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Huh, where was I?

Speaker speaker_1: Thank you for your hold. I went ahead and emailed you those cards to your email file. Um, do you mind verifying that you received those, just so that I'm sure that you, that you did?

Speaker speaker_3: Yeah.

Speaker speaker_1: It should come from a email that says co@benefits.com.

Speaker speaker_3: I'm on the phone with my insurance company, trying to get them to send me my-

Speaker speaker_4: Trying to get what?

Speaker speaker_3: I'm trying to get my, um, insurance thingy. Okay, I did get my ID card. Thank you.

Speaker speaker_1: You're welcome. And that one should have your vision, your, um, medical card, which is BIP Standard, and then your dental as well.

Speaker speaker_3: All right, thank you.

Speaker speaker_1: And then you said you wanted me to put in a request for physical cards as well? Just making sure.

Speaker speaker_3: Yes, please.

Speaker speaker_1: Okay. All right. I'll go ahead and do that. You should be getting them within, like, seven to 10 business days.

Speaker speaker_3: All right, thank you.

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

Speaker speaker_3: You too. Mm-hmm. Bye.

Speaker speaker_1: Bye.