

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? Um, yes, my name is Jeremiah Parson. Um, I have a question. Um, right now, I have a ear infection, and I need to go to the emergency room, and they're probably gonna prescribe me with antibiotics. And, um, I get my insurance through Tara Staffing. Mm-hmm. And with y'all, but, uh, I don't know when it kicks in or if there's any way for me to use it 'cause they already started garnishing my checks. And I ain't got the healthcare card yet. So, I know you- Okay. I can... Yeah, I can, if it's available, I can go ahead and send it to your email. That would, that would help. And you'll have it in your email. And it would be the same thing that you res- that you were supposed to receive. Um, can I get in your file for that? Mm-hmm. What are the last four of your socials? Um... Snap. Hold on. I gotta look 'cause I, I ain't looked at my social in a minute. Okay. That's fine. Okay. You ready? Yes, sir. And I just need the last four. Okay. So... Okay. It is 0345. Okay. For security purposes, could you please verify your full address as well as your date of birth? Okay. Address, 5900 37th Avenue South, Seattle, Washington, 98118. Um, date of birth, 09/29/2000. Okay. So. Okay. Okay. Thank you. And then, um, is your phone number the 513-550-8237? Yep. That is it. Yep. And then, I have parsonjeremiah@gmail.com? Yep. That is my email. And then for your address, um, you said 37th? Yeah. Okay. Give me one second. Am I being- All right. Mm-hmm. I'm sorry. This is- Can I put you n- Can I put you in a brief hold while I send you that through your email file? Yeah, yeah. That's fine. Okay. Give me one second. Sure. Okay. Thank you for your hold. Um, I'm going to email over- Hello. ... to the main office. I sent an email over to the main office, because it looks like I... Oh, I'm sorry, can you hear me? Yeah, I can hear you. Um, so I sent over an email to the main office to get access to your policy number, because it looks like I still don't have access to that card. Um, but I did went ahead and sent that email out to them, so hopefully they do reply pretty soon. Um, and I was gonna tell you that if you want, I can go ahead and put a card request for a physical card, if that's what you also wish for me to do. Because normally, for the cards that you have, which is the VIP club, they don't send those out to the members. You would have to request a physical one, which I can go ahead and do that. Okay. Yeah, that, that's fine. And then, is your appointment today? Yeah. I, I gotta go today. Like, my ear is like- Okay. ... yeah. Yeah. Okay. So I just sent that email out right- Well, why can't you answer it? ... right, as soon as I get your phone number, I'll give you a call. Yeah. Is that a T-Mobile number, the 513-530-8237? Yeah, that, that's my number. Okay. All right. I'll be switching back to you. Okay. Okay? Okay. Thank you. You're welcome. Have a nice day. And then I'll be putting in that request as well. Okay. Thank you. Thank you. Mm-hmm. All right, bye.

Conversation Format

Speaker speaker_0: 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?

Speaker speaker_1: Um, yes, my name is Jeremiah Parson. Um, I have a question. Um, right now, I have a ear infection, and I need to go to the emergency room, and they're probably gonna prescribe me with antibiotics. And, um, I get my insurance through Tara Staffing.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And with y'all, but, uh, I don't know when it kicks in or if there's any way for me to use it 'cause they already started garnishing my checks. And I ain't got the healthcare card yet. So, I know you-

Speaker speaker_0: Okay. I can... Yeah, I can, if it's available, I can go ahead and send it to your email.

Speaker speaker_1: That would, that would help.

Speaker speaker_0: And you'll have it in your email. And it would be the same thing that you res- that you were supposed to receive. Um, can I get in your file for that?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: What are the last four of your socials?

Speaker speaker_1: Um... Snap. Hold on. I gotta look 'cause I, I ain't looked at my social in a minute.

Speaker speaker_0: Okay. That's fine.

Speaker speaker_1: Okay. You ready?

Speaker speaker_0: Yes, sir. And I just need the last four.

Speaker speaker_1: Okay. So... Okay. It is 0345.

Speaker speaker_0: Okay. For security purposes, could you please verify your full address as well as your date of birth?

Speaker speaker_1: Okay. Address, 5900 37th Avenue South, Seattle, Washington, 98118. Um, date of birth, 09/29/2000.

Speaker speaker_0: Okay.

Speaker speaker_1: So.

Speaker speaker_0: Okay. Okay. Thank you. And then, um, is your phone number the 513-550-8237?

Speaker speaker_1: Yep. That is it. Yep.

Speaker speaker_0: And then, I have parsonjeremiah@gmail.com?

Speaker speaker_1: Yep. That is my email.

Speaker speaker_0: And then for your address, um, you said 37th?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Give me one second.

Speaker speaker_1: Am I being-

Speaker speaker_0: All right. Mm-hmm.

Speaker speaker_1: I'm sorry. This is-

Speaker speaker_0: Can I put you n- Can I put you in a brief hold while I send you that through your email file?

Speaker speaker_1: Yeah, yeah. That's fine.

Speaker speaker_0: Okay. Give me one second.

Speaker speaker_1: Sure.

Speaker speaker_0: Okay. Thank you for your hold. Um, I'm going to email over-

Speaker speaker_2: Hello.

Speaker speaker_0: ... to the main office. I sent an email over to the main office, because it looks like I... Oh, I'm sorry, can you hear me?

Speaker speaker_2: Yeah, I can hear you.

Speaker speaker_0: Um, so I sent over an email to the main office to get access to your policy number, because it looks like I still don't have access to that card. Um, but I did went ahead and sent that email out to them, so hopefully they do reply pretty soon. Um, and I was gonna tell you that if you want, I can go ahead and put a card request for a physical card, if that's what you also wish for me to do. Because normally, for the cards that you have, which is the VIP club, they don't send those out to the members. You would have to request a physical one, which I can go ahead and do that.

Speaker speaker_2: Okay. Yeah, that, that's fine.

Speaker speaker_0: And then, is your appointment today?

Speaker speaker_2: Yeah. I, I gotta go today. Like, my ear is like-

Speaker speaker_0: Okay.

Speaker speaker_2: ... yeah. Yeah.

Speaker speaker_0: Okay. So I just sent that email out right-

Speaker speaker_2: Well, why can't you answer it?

Speaker speaker_0: ... right, as soon as I get your phone number, I'll give you a call.

Speaker speaker_2: Yeah.

Speaker speaker_0: Is that a T-Mobile number, the 513-530-8237?

Speaker speaker_2: Yeah, that, that's my number.

Speaker speaker_0: Okay. All right. I'll be switching back to you.

Speaker speaker_2: Okay.

Speaker speaker_0: Okay?

Speaker speaker_2: Okay. Thank you.

Speaker speaker_0: You're welcome. Have a nice day. And then I'll be putting in that request as well.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_0: Thank you. Mm-hmm.

Speaker speaker_2: All right, bye.