

## **Transcript: Estefania**

**Acevedo-6562772130512896-4958341966381056**

### **Full Transcript**

Thank you for calling- Hello. ... Benefits and a Card. My name is Stephanie. How can I assist you? Hi, my name is Felicia Omoya. Um, so my employer, uh, recently transitioned to this Benefit In Your Card, and I'm trying to get an elec- electronic card. Okay. 'Cause I've always received the mail card in the mail. Yes, ma'am. What staffing agency are you with? Uh, no, no staffing agency. N-O-R. Okay. Give me one second. And then what are the last four of your social? Uh, 2002, that's... Yeah. Thank you, ma'am. And then what's your first and last name? Felicia, F-E-L-I-C-I-A. Last name, O-M-O-Y-A. Thank you. For security purposes, could you please verify your address and date of birth? Uh, it's 1787 Boston Ave Road... Uh, Boston Avenue, um, Bronx, New York 10466. And date of birth is 10/03/2001. Thank you. Is the 917-939-6086- Yes. Mm-hmm, yes. Okay. And then how about your email? Is it your last name, first name @gmail.com? @gmail.com, yes. Okay, I'll be right back. I'm going to go ahead and email you your preventative dental vision and your VIP classic card. I was going to tell you that- Okay. ... for the VIP classic, which is your medical plan, they normally don't mail that one out to the members. So if you do want a physical one- Okay. ... I have to request it. Did you want me to go ahead and do that? Okay. Um, yeah. I don't know. I haven't gotten it in the mail. Yeah. So that one, they normally don't mail it out to you. So if you do want it mailed out- Oh. ... I have to request it. Do you want me to go ahead and do that? Oh, yeah. Yes. Okay, I'll be right back. Um, I'm gonna put you in a brief hold while I send you that information over. Okay. All right, thank you. Thank you. And I just want to make sure, is it B-U-S-S-I-N-G for your, um, address? Oh, yeah, that's, uh, yeah, B-U-S-S-I-N-G, yes. Okay, thank you. Okay. Thank you for your hold. I went ahead and ■ Okay. ... checked your information. Hold on. Do you mind verifying that you received the email, though? Yeah. Yeah. Um, I attached your preventative card, dental, vision, and your VIP classic card on there, and I went ahead and- Okay. ... requested that physical card of your medical. Um, but do you mind- No, that's okay. ... me checking just to be sure that you did get it? Okay. I got it. Okay. Well- Oh, can I, uh, would I be able to use this in a, like a, you know, urgent care or something like that? Like present it? So, to find if it, if, um, whatever provider you go to takes it, you would have to call that number that's listed in the email. Okay. So, if it's for dental, it's that 0523 number. Okay. 052- That's not the number I have. If it's vision- Sorry. ... it's the 3921. Or if it's your medical plan- Who can I speak to next? It would be the 1403 number. I need to be let in the B, actually. Okay. All right. Thank you. You're welcome. Have a nice day. Thank you. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling-

Speaker speaker\_1: Hello.

Speaker speaker\_0: ... Benefits and a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hi, my name is Felicia Omoya. Um, so my employer, uh, recently transitioned to this Benefit In Your Card, and I'm trying to get an elec- electronic card.

Speaker speaker\_0: Okay.

Speaker speaker\_1: 'Cause I've always received the mail card in the mail.

Speaker speaker\_0: Yes, ma'am. What staffing agency are you with?

Speaker speaker\_1: Uh, no, no staffing agency. N-O-R.

Speaker speaker\_0: Okay. Give me one second. And then what are the last four of your social?

Speaker speaker\_1: Uh, 2002, that's... Yeah.

Speaker speaker\_0: Thank you, ma'am. And then what's your first and last name?

Speaker speaker\_1: Felicia, F-E-L-I-C-I-A. Last name, O-M-O-Y-A.

Speaker speaker\_0: Thank you. For security purposes, could you please verify your address and date of birth?

Speaker speaker\_1: Uh, it's 1787 Boston Ave Road... Uh, Boston Avenue, um, Bronx, New York 10466. And date of birth is 10/03/2001.

Speaker speaker\_0: Thank you. Is the 917-939-6086-

Speaker speaker\_1: Yes.

Speaker speaker\_0: Mm-hmm, yes. Okay. And then how about your email? Is it your last name, first name @gmail.com?

Speaker speaker\_1: @gmail.com, yes.

Speaker speaker\_0: Okay, I'll be right back. I'm going to go ahead and email you your preventative dental vision and your VIP classic card. I was going to tell you that-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... for the VIP classic, which is your medical plan, they normally don't mail that one out to the members. So if you do want a physical one-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... I have to request it. Did you want me to go ahead and do that?

Speaker speaker\_1: Okay. Um, yeah. I don't know. I haven't gotten it in the mail.

Speaker speaker\_0: Yeah. So that one, they normally don't mail it out to you. So if you do want it mailed out-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... I have to request it. Do you want me to go ahead and do that?

Speaker speaker\_1: Oh, yeah. Yes.

Speaker speaker\_0: Okay, I'll be right back. Um, I'm gonna put you in a brief hold while I send you that information over.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right, thank you.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: And I just want to make sure, is it B-U-S-S-I-N-G for your, um, address?

Speaker speaker\_1: Oh, yeah, that's, uh, yeah, B-U-S-S-I-N-G, yes.

Speaker speaker\_0: Okay, thank you. Okay. Thank you for your hold. I went ahead and ■

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... checked your information.

Speaker speaker\_2: Hold on.

Speaker speaker\_0: Do you mind verifying that you received the email, though?

Speaker speaker\_2: Yeah. Yeah.

Speaker speaker\_0: Um, I attached your preventative card, dental, vision, and your VIP classic card on there, and I went ahead and-

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... requested that physical card of your medical. Um, but do you mind-

Speaker speaker\_2: No, that's okay.

Speaker speaker\_0: ... me checking just to be sure that you did get it?

Speaker speaker\_2: Okay. I got it.

Speaker speaker\_0: Okay. Well-

Speaker speaker\_2: Oh, can I, uh, would I be able to use this in a, like a, you know, urgent care or something like that? Like present it?

Speaker speaker\_0: So, to find if it, if, um, whatever provider you go to takes it, you would have to call that number that's listed in the email.

Speaker speaker\_2: Okay.

Speaker speaker\_0: So, if it's for dental, it's that 0523 number.

Speaker speaker\_2: Okay. 052-

Speaker speaker\_3: That's not the number I have.

Speaker speaker\_2: If it's vision-

Speaker speaker\_4: Sorry.

Speaker speaker\_2: ... it's the 3921. Or if it's your medical plan-

Speaker speaker\_3: Who can I speak to next?

Speaker speaker\_0: It would be the 1403 number.

Speaker speaker\_2: I need to be let in the B, actually. Okay. All right. Thank you.

Speaker speaker\_0: You're welcome. Have a nice day.

Speaker speaker\_2: Thank you. Bye.