

Transcript: Estefania

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Full Transcript

Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you? Hi, good morning, Stephanie. My name is Amanda Corpoo. I am calling in reference to my husband, um, Damien Corpoo. He's actually been admitted into the ER. We just need to get all of his information from the card, so that we can submit it to the, um, you know us. Oh, okay. So I can send it to you. The only thing is, due to security purposes, they do make us get verbal permission from the actual policy holder to give out that information, so I just need to hear like a yes from him and then I can send it. Hold on one second. She just needs... That is okay. So it's- Hello? Hey. Um, can I... Since... Hello, how can I help you? I was telling her that we need verbal permission to send that information when it's somebody else calling. Can I give her the information from you? Yeah. Um. Can I get that permission? Okay, thank you. Yes. Okay. Give me a second. Yes, you can... um, you can give it to her. That's my wife, Amanda Corpoo and I'm Damien Corpoo. Okay. What staffing agency are you with? And then what are the last four of the social? Um, MAU Staffing and my- Okay. And then- ... last four is 6756. And can you please verify your address and date of birth for me? Yes. 1641 Farshar Way. That's Lexington, South Carolina. 270- 290. Oh, 29073. And my birthdate is 10/12/1980. Then I have 443-721-1208 as your phone number and then a good email. Is it the D-C-O-R-P-Corp. ... 0000@gmail.com? Okay. So that, I called about these- Yeah. ... cards to allow her send it to you. Okay. I'm going to go ahead and send it to your email. Yeah. Um, just to confirm that you did receive it, can I put you on brief hold just so that I'm sure that you did get it before I disconnect? She didn't get it though. Yes. Because this is- Okay. Yeah, she didn't get it. I'll be right back. I'm going to get those cards ready. Okay. That's what it is. No, they're like white stickers. Um, I don't think she took them when she, um, filled it in or... Hello? Hello? How may I help you? Hi. Can I get a copy of this form? Yes. You guys need anything else? No, just this one form right here. Yeah. We just need that. Okay. All right. Bye. She didn't get it though. She didn't get it. She didn't get it. She didn't get it. She didn't get it. She didn't get it. How did she miss this? This is so... I'm so confused. You should take it down by 12 letters. Also, the first time you couldn't insert it, so we needed to make sure you filled out everything. Okay. I went ahead and emailed those cards to your email file. Um, can you please confirm that you.....? I'm sorry, can you repeat that? Um, could you please verify that you did receive your cards? Um, they should come from an email that says info@benefitsinacard.com. Yes. Mm-hmm. Yep, we have it. Okay. Um, I was gonna tell you, just so that you don't get confused, your vision is with your preventative care. So the vision is with the card also, that covers like a physical, some vaccines, some STD/cancer screenings, so just preventative. Then the dental one is gonna say Carentan on the card. Mm-hmm. Carentan Solutions on the top right-hand corner, and then the one that's for your doctor visits is say hospital visits, if injured, urgent care, emergency room and even surgeries, that one is

the card that's gonna say APL. Okay. Okay? All right. Did you need anything else from me? All right. Nope, that will be all. Thank you so much. All right. You're welcome. Have a nice day. You as well. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, good morning, Stephanie. My name is Amanda Corpoo. I am calling in reference to my husband, um, Damien Corpoo. He's actually been admitted into the ER. We just need to get all of his information from the card, so that we can submit it to the, um, you know us.

Speaker speaker_0: Oh, okay. So I can send it to you. The only thing is, due to security purposes, they do make us get verbal permission from the actual policy holder to give out that information, so I just need to hear like a yes from him and then I can send it.

Speaker speaker_1: Hold on one second. She just needs... That is okay. So it's-

Speaker speaker_2: Hello?

Speaker speaker_0: Hey. Um, can I... Since...

Speaker speaker_3: Hello, how can I help you?

Speaker speaker_0: I was telling her that we need verbal permission to send that information when it's somebody else calling. Can I give her the information from you?

Speaker speaker_2: Yeah. Um.

Speaker speaker_0: Can I get that permission? Okay, thank you.

Speaker speaker_3: Yes.

Speaker speaker_0: Okay.

Speaker speaker_3: Give me a second.

Speaker speaker_2: Yes, you can... um, you can give it to her. That's my wife, Amanda Corpoo and I'm Damien Corpoo.

Speaker speaker_0: Okay. What staffing agency are you with? And then what are the last four of the social?

Speaker speaker_2: Um, MAU Staffing and my-

Speaker speaker_0: Okay. And then-

Speaker speaker_2: ... last four is 6756.

Speaker speaker_0: And can you please verify your address and date of birth for me?

Speaker speaker_2: Yes. 1641 Farshar Way. That's Lexington, South Carolina. 270-

Speaker speaker_3: 290.

Speaker speaker_2: Oh, 29073. And my birthdate is 10/12/1980.

Speaker speaker_0: Then I have 443-721-1208 as your phone number and then a good email. Is it the D-C-O-R-P-

Speaker speaker_2: Corp.

Speaker speaker_0: ... 0000@gmail.com?

Speaker speaker_3: Okay. So that, I called about these-

Speaker speaker_2: Yeah.

Speaker speaker_3: ... cards to allow her send it to you.

Speaker speaker_0: Okay. I'm going to go ahead and send it to your email.

Speaker speaker_3: Yeah.

Speaker speaker_0: Um, just to confirm that you did receive it, can I put you on brief hold just so that I'm sure that you did get it before I disconnect?

Speaker speaker_3: She didn't get it though.

Speaker speaker_2: Yes.

Speaker speaker_3: Because this is-

Speaker speaker_0: Okay.

Speaker speaker_2: Yeah, she didn't get it.

Speaker speaker_0: I'll be right back. I'm going to get those cards ready.

Speaker speaker_3: Okay. That's what it is. No, they're like white stickers. Um, I don't think she took them when she, um, filled it in or...

Speaker speaker_0: Hello? Hello? How may I help you?

Speaker speaker_4: Hi. Can I get a copy of this form?

Speaker speaker_1: Yes. You guys need anything else?

Speaker speaker_4: No, just this one form right here.

Speaker speaker_1: Yeah. We just need that.

Speaker speaker_4: Okay. All right. Bye.

Speaker speaker_3: She didn't get it though. She didn't get it. She didn't get it. She didn't get it. She didn't get it. She didn't get it. She didn't get it.

Speaker speaker_2: How did she miss this? This is so... I'm so confused.

Speaker speaker_3: You should take it down by 12 letters. Also, the first time you couldn't insert it, so we needed to make sure you filled out everything.

Speaker speaker_0: Okay. I went ahead and emailed those cards to your email file. Um, can you please confirm that you.....?

Speaker speaker_5: I'm sorry, can you repeat that?

Speaker speaker_0: Um, could you please verify that you did receive your cards? Um, they should come from an email that says info@benefitsinacard.com.

Speaker speaker_5: Yes.

Speaker speaker_0: Mm-hmm.

Speaker speaker_5: Yep, we have it.

Speaker speaker_0: Okay. Um, I was gonna tell you, just so that you don't get confused, your vision is with your preventative care. So the vision is with the card also, that covers like a physical, some vaccines, some STD/cancer screenings, so just preventative. Then the dental one is gonna say Carentan on the card.

Speaker speaker_5: Mm-hmm.

Speaker speaker_0: Carentan Solutions on the top right-hand corner, and then the one that's for your doctor visits is say hospital visits, if injured, urgent care, emergency room and even surgeries, that one is the card that's gonna say APL.

Speaker speaker_5: Okay.

Speaker speaker_0: Okay? All right. Did you need anything else from me?

Speaker speaker_5: All right. Nope, that will be all. Thank you so much.

Speaker speaker_0: All right. You're welcome. Have a nice day.

Speaker speaker_5: You as well. Bye.