

Transcript: Estefania

Acevedo-6637858932834304-4672447538446336

Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Uh, I haven't received my car- my benefits card yet. It seems like it's been more than 7 to 10 days since that first deduction. And I was just curious if there was an issue or if I can have someone resend it or email it to me or something? Okay. Yeah, I can check to see. Um, what staffing agency are you working with, and then what are the last four of your Social? Oxford, working for Oxford. Okay. And then, um, what are the last four of your Social? 3627. Could you please verify your address and date of birth for me? 159 West Court, Batavia, Illinois 60510, 11/17/58. 630-853-2441's your phone number? It is. I have your last name, first name, seventeen@yahoo.com, as well as J-I-R-B-I-N58@yahoo.com. Are those two, um, up to date still? Uh, they are. Okay. So actually, it looks like you became active this week on the 24th, which was Monday. So that means you'll probably be getting them, um, tomorrow or by the end of next week. So probably this week. Latest, next week. Um, but if you want, I can go ahead and email them to your email on file. So those cards should be on the way. Yeah. Since you just became active this week. Oh, okay. ■... But I can, I can email... I can email them to you as well. Uh, if you would, that way I have it both ways, just in case there's a hang-up, 'cause I actually do have a dental appointment coming up- Gotcha. ... during that. But it's about still, uh, about two weeks away, so I think we're good. Oh. Yeah, I can go ahead and email them. Um, do you want me to send them to the two emails on file or do you prefer a certain one? You know, if you can, can you just send it to both? 'Cause I, I'm occasionally having trouble with one of those email addresses. Okay. Yeah, I can go ahead and do that. Um, while I get those cards ready, can I put you on a brief hold- Yeah. ... just so that I'm sure that you did receive them? You want me to check my email? Yeah, whenever I send them, if you could please check your email, just to be sure that you did receive them. Sure. Okay. I'll make a- Let me know when you send them. Gotcha. I'll be right back. I'm putting you in a brief hold. Okay. Thanks. Okay, sir. Thank you for your hold. I went ahead and emailed that to you. Um, do you mind verifying that you received it? I sent it to both emails. Sure. Let me double check here. Um, nothing yet but let me check my spam, okay? Okay. Uh... And it should come from an email that says info@benefitsinacard.com. Okay. Just got it. Info... "Thank you for contacting Benefits in a Card. So I get the ID cards attached." Uh... And then your address is... should definitely be receiving dental and vision soon through mail. Excuse me? Say that again. Um, I was gonna tell you that your address on file is correct 'cause that's what I have in the system. So they should be getting mailed out to that address pretty soon. So I see the card that I... There's two cards. They both say dental. Is... Should one say vision? Uh, so one of them is gonna say vision. Sometimes... Give me one second. Uh, 'cause it looks like I got the- And it's loading. The one that says Oxford... Um, 'cause I'm just not opening it. So one of them is gonna say dental but the other one I'm opening right now and it's gonna say Oxford

employee ID. Oh, yes. Vision coverage. Yeah, yeah. I, I see it. So that's the vision and then the other one that says Carrington, that one's dental. Yes. Yep. I didn't see the other attachment. I got them both. Okay. Thank you. All right. Did you have- Thank you very much. Uh, not gonna self-operating. Did you need anything else? Well, you know, they'll probably arrive in the mail today as soon as I called you, right? Yes, sir. All right. Thank you for your help. I appreciate it. You're welcome. Have a nice day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Uh, I haven't received my car- my benefits card yet. It seems like it's been more than 7 to 10 days since that first deduction. And I was just curious if there was an issue or if I can have someone resend it or email it to me or something?

Speaker speaker_0: Okay. Yeah, I can check to see. Um, what staffing agency are you working with, and then what are the last four of your Social?

Speaker speaker_1: Oxford, working for Oxford.

Speaker speaker_0: Okay. And then, um, what are the last four of your Social?

Speaker speaker_1: 3627.

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

Speaker speaker_1: 159 West Court, Batavia, Illinois 60510, 11/17/58.

Speaker speaker_0: 630-853-2441's your phone number?

Speaker speaker_1: It is.

Speaker speaker_0: I have your last name, first name, seventeen@yahoo.com, as well as J-I-R-B-I-N58@yahoo.com. Are those two, um, up to date still?

Speaker speaker_1: Uh, they are.

Speaker speaker_0: Okay. So actually, it looks like you became active this week on the 24th, which was Monday. So that means you'll probably be getting them, um, tomorrow or by the end of next week. So probably this week. Latest, next week. Um, but if you want, I can go ahead and email them to your email on file. So those cards should be on the way.

Speaker speaker_1: Yeah.

Speaker speaker_0: Since you just became active this week.

Speaker speaker_1: Oh, okay. ■...

Speaker speaker_0: But I can, I can email... I can email them to you as well.

Speaker speaker_1: Uh, if you would, that way I have it both ways, just in case there's a hang-up, 'cause I actually do have a dental appointment coming up-

Speaker speaker_0: Gotcha.

Speaker speaker_1: ... during that. But it's about still, uh, about two weeks away, so I think we're good.

Speaker speaker_0: Oh. Yeah, I can go ahead and email them. Um, do you want me to send them to the two emails on file or do you prefer a certain one?

Speaker speaker_1: You know, if you can, can you just send it to both? 'Cause I, I'm occasionally having trouble with one of those email addresses.

Speaker speaker_0: Okay. Yeah, I can go ahead and do that. Um, while I get those cards ready, can I put you on a brief hold-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... just so that I'm sure that you did receive them?

Speaker speaker_1: You want me to check my email?

Speaker speaker_0: Yeah, whenever I send them, if you could please check your email, just to be sure that you did receive them.

Speaker speaker_1: Sure.

Speaker speaker_0: Okay. I'll make a-

Speaker speaker_1: Let me know when you send them.

Speaker speaker_0: Gotcha. I'll be right back. I'm putting you in a brief hold.

Speaker speaker_1: Okay. Thanks.

Speaker speaker_0: Okay, sir. Thank you for your hold. I went ahead and emailed that to you. Um, do you mind verifying that you received it? I sent it to both emails.

Speaker speaker_1: Sure. Let me double check here. Um, nothing yet but let me check my spam, okay?

Speaker speaker_0: Okay.

Speaker speaker_1: Uh...

Speaker speaker_0: And it should come from an email that says info@benefitsinacard.com.

Speaker speaker_1: Okay. Just got it. Info... "Thank you for contacting Benefits in a Card. So I get the ID cards attached." Uh...

Speaker speaker_0: And then your address is... should definitely be receiving dental and vision soon through mail.

Speaker speaker_1: Excuse me? Say that again.

Speaker speaker_0: Um, I was gonna tell you that your address on file is correct 'cause that's what I have in the system. So they should be getting mailed out to that address pretty soon.

Speaker speaker_1: So I see the card that I... There's two cards. They both say dental. Is... Should one say vision?

Speaker speaker_0: Uh, so one of them is gonna say vision. Sometimes... Give me one second.

Speaker speaker_1: Uh, 'cause it looks like I got the-

Speaker speaker_0: And it's loading. The one that says Oxford... Um, 'cause I'm just not opening it. So one of them is gonna say dental but the other one I'm opening right now and it's gonna say Oxford employee ID.

Speaker speaker_1: Oh, yes.

Speaker speaker_0: Vision coverage.

Speaker speaker_1: Yeah, yeah. I, I see it.

Speaker speaker_0: So that's the vision and then the other one that says Carrington, that one's dental.

Speaker speaker_1: Yes. Yep. I didn't see the other attachment. I got them both.

Speaker speaker_0: Okay.

Speaker speaker_1: Thank you.

Speaker speaker_0: All right. Did you have-

Speaker speaker_1: Thank you very much. Uh, not gonna self-operating.

Speaker speaker_0: Did you need anything else?

Speaker speaker_1: Well, you know, they'll probably arrive in the mail today as soon as I called you, right?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: All right. Thank you for your help. I appreciate it.

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

Speaker speaker_1: You too. Bye-bye.