

Transcript: Estefania

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Full Transcript

Thank you for calling Benefit Middle Card. My name is Stephanie. How can I assist you? Uh, my name is Dave and, um, I need my insurance card. Okay. Yeah, I can check to see if you're active. What staffing agency are you with? Search. And then the last four of your social, please. 1244. And your first and last name? David Lopez. I'm sorry, what was that again? You said Davis? What was the last- Lopez. Lopez? Okay. So, Leece Lopez? Yes. Um, for security purposes, can you verify your address and date of birth? 1071 West Peril Road, 52281. And then what was that city and state? Los Hills, New Mexico. Okay. I have 702-980-4554 as your phone number and D-I-A-L-E-R44@icall.com. Is that up-to-date? Yes. Okay. And then you said you wanted to cancel your coverage? Uh, no. I need a card. Oh, okay. Gotcha. Let's see. Um, let me see if you're active. Okay, so you are active. Um, is that a good email address to send it to? Is that an email address to send it to? Hello? Yeah. Is that a good email address to send it to? The one that you currently- Oh, yeah. ... have on, on file? Yes. Okay. I'll be right back. Let me go ahead and send you that and then you should probably be getting your card this week. Um... Okay. I'm not sure if for the holiday, it might be not today but it should be sometime this week. Okay. But I'm gonna go ahead and email you that. I'll be right back.

Conversation Format

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

Speaker speaker_1: Uh, my name is Dave and, um, I need my insurance card.

Speaker speaker_0: Okay. Yeah, I can check to see if you're active. What staffing agency are you with?

Speaker speaker_1: Search.

Speaker speaker_0: And then the last four of your social, please.

Speaker speaker_1: 1244.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: David Lopez.

Speaker speaker_0: I'm sorry, what was that again? You said Davis? What was the last-

Speaker speaker_1: Lopez.

Speaker speaker_0: Lopez? Okay. So, Leece Lopez?

Speaker speaker_1: Yes.

Speaker speaker_0: Um, for security purposes, can you verify your address and date of birth?

Speaker speaker_1: 1071 West Peril Road, 52281.

Speaker speaker_0: And then what was that city and state?

Speaker speaker_1: Los Hills, New Mexico.

Speaker speaker_0: Okay. I have 702-980-4554 as your phone number and D-I-A-L-E-R44@icall.com. Is that up-to-date?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then you said you wanted to cancel your coverage?

Speaker speaker_1: Uh, no. I need a card.

Speaker speaker_0: Oh, okay. Gotcha. Let's see. Um, let me see if you're active. Okay, so you are active. Um, is that a good email address to send it to? Is that an email address to send it to? Hello?

Speaker speaker_1: Yeah.

Speaker speaker_0: Is that a good email address to send it to? The one that you currently-

Speaker speaker_1: Oh, yeah.

Speaker speaker_0: ... have on, on file?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. I'll be right back. Let me go ahead and send you that and then you should probably be getting your card this week. Um...

Speaker speaker_1: Okay.

Speaker speaker_0: I'm not sure if for the holiday, it might be not today but it should be sometime this week.

Speaker speaker_1: Okay.

Speaker speaker_0: But I'm gonna go ahead and email you that. I'll be right back.