

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, I was just calling 'cause I got my login for my account with you guys, and I'm not seeing how to pull up my card. So if you want, I can send it to you now. Yeah, absolutely. Mm-hmm. Um, I just need the name of your staffing agency and then the last four of your Social. Um, the staffing agency is ManTan. Okay. Yeah. And then what are the last four of your Social? 6194. You said 6194? Yes. Okay. And your first and last name, please? Georgia Sperling. Okay. You said Georgia Sperling? Yes. Okay, then can you please verify your address and date of birth for security purposes? 302862 and 22 Short Avenue, Washington, D.A. Okay, thank you. And then I have 740-449-4372 as your phone number on file. Yeah. Is that still s- the same or has it changed? Yes. No, it's the same. Okay. And then I have georgia.sperling62@gmail.com. Is that a good email to send it to you? Uh, it should be Georgia with another A after, so G-E-O-R-G-I-A-A- Mm-hmm. ...Sperling62@gmail.com. Okay, thank you. And then did you need all of your cards or only like certain ones? All of them. Did you need General Vision or Medical? All of them? Okay. Yeah. I'll be right back. I'ma put you in a brief hold while I send you that over. Okay. Okay. Thank you for your hold. I went ahead and emailed your dental, vision, and your VIP Classic to your email on file. Um, can you please verify to make sure that you did receive it? Okay. Give me just one second. And then it should come from info@benefitsgroupcard.com. Uh, I got 'em. And I was gonna tell you that normally for your medical card, which is the one that covers, um, like urgent care, doctor visits, which is your VIP Classic plan, that card, they never really send it out to you. So, if you do want a physical one, um, I do have to put in a request for it. Do you want me to request that or did you just want the virtual one? Yes, please. Request it? That's okay. Okay. And then... Okay. So, you're, you should be getting dental and vision first. And since I'm just now gonna put in a request for your, um, medical one, you'll get that one a little bit later on. Um, but you should be getting dental and vision first and then the medical one, since I'm requesting that one right now. Okay. All right. All right. Well, I hope you have a great day. Thank you for your time. If you have any other questions, we're open from 8:00 AM up until 8:00 PM Monday through Friday Eastern time. Okay. All right. Thank you. Thank you. Have a good 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: Hi, I was just calling 'cause I got my login for my account with you guys, and I'm not seeing how to pull up my card.

Speaker speaker_0: So if you want, I can send it to you now.

Speaker speaker_1: Yeah, absolutely.

Speaker speaker_0: Mm-hmm. Um, I just need the name of your staffing agency and then the last four of your Social.

Speaker speaker_1: Um, the staffing agency is ManTan.

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah.

Speaker speaker_0: And then what are the last four of your Social?

Speaker speaker_1: 6194.

Speaker speaker_0: You said 6194?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And your first and last name, please?

Speaker speaker_1: Georgia Sperling.

Speaker speaker_0: Okay. You said Georgia Sperling?

Speaker speaker_1: Yes.

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

Speaker speaker_1: 302862 and 22 Short Avenue, Washington, D.A.

Speaker speaker_0: Okay, thank you. And then I have 740-449-4372 as your phone number on file.

Speaker speaker_1: Yeah.

Speaker speaker_0: Is that still s- the same or has it changed?

Speaker speaker_1: Yes. No, it's the same.

Speaker speaker_0: Okay. And then I have georgia.sperling62@gmail.com. Is that a good email to send it to you?

Speaker speaker_1: Uh, it should be Georgia with another A after, so G-E-O-R-G-I-A-A-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ...Sperling62@gmail.com.

Speaker speaker_0: Okay, thank you. And then did you need all of your cards or only like certain ones?

Speaker speaker_1: All of them.

Speaker speaker_0: Did you need General Vision or Medical? All of them? Okay.

Speaker speaker_1: Yeah.

Speaker speaker_0: I'll be right back. I'ma put you in a brief hold while I send you that over.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Thank you for your hold. I went ahead and emailed your dental, vision, and your VIP Classic to your email on file. Um, can you please verify to make sure that you did receive it?

Speaker speaker_2: Okay. Give me just one second.

Speaker speaker_0: And then it should come from info@benefitsgroupcard.com.

Speaker speaker_2: Uh, I got 'em.

Speaker speaker_0: And I was gonna tell you that normally for your medical card, which is the one that covers, um, like urgent care, doctor visits, which is your VIP Classic plan, that card, they never really send it out to you. So, if you do want a physical one, um, I do have to put in a request for it. Do you want me to request that or did you just want the virtual one?

Speaker speaker_2: Yes, please.

Speaker speaker_0: Request it?

Speaker speaker_2: That's okay.

Speaker speaker_0: Okay. And then... Okay. So, you're, you should be getting dental and vision first. And since I'm just now gonna put in a request for your, um, medical one, you'll get that one a little bit later on. Um, but you should be getting dental and vision first and then the medical one, since I'm requesting that one right now.

Speaker speaker_2: Okay.

Speaker speaker_0: All right. All right. Well, I hope you have a great day. Thank you for your time. If you have any other questions, we're open from 8:00 AM up until 8:00 PM Monday through Friday Eastern time.

Speaker speaker_2: Okay. All right. Thank you.

Speaker speaker_0: Thank you. Have a good day.

Speaker speaker_2: You too. Bye-bye.