

## Transcript: Estefania

**Acevedo-6702636672270336-4801926292619264**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hey, hey. Hello? Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hello? Hey. How can I help you? I have a home... I work for Senti. They, they, they text me about some benefits. Oh, well, great. Yay! Hel- hello? Um, I'm sorry, can you repeat that? I was having trouble hearing you. I work for Senti, you know, they, they, um, this number, they text me, telling me about benefits. Okay, um, what staff and agency do you work for? Uh, Senti Equipment, uh, North. Oh. Okay. Is that the staff and agency that you applied with? Uh, MAU. MAU? Okay, and then what are the last four of your Social? Um, 3877. And your first and last name? Uh, Zefont something. Dad? Hi. For security purposes, could you verify your address and your date of birth? Um, let's see. 792 Trapshooter Circle, 29568 South Carolina. No, Long South Carolina. And then 06281997. Okay, and then is 843-877-6050 on your phone number? Yes, ma'am. Okay. And then I have ZE... I'm sorry, I have your first name, last name@icloud.com. Is that up to date? Yes, ma'am. Okay. Okay, and then what were you trying to do exactly, 'cause it looks like you have the MEC standalone, which is your preventative plan for employee only. You also have the Intra Plus, which is your medical plan, dental, term life. Okay. Are you trying to add more or were you trying to take some off? Well, I already have it? Yeah, you have the MEC standalone, which is the preventative plan. That one's the one that would cover like a physical, some vaccines, some STD and cancer screenings and even some counseling, and it also has benefits when it comes to its prescriptions. And then you have the Intra Plus Basic which is the one that would cover doctor visits if sick, hospital visits if injured, urgent care, emergency room and even some surgeries. Mm-hmm. You have the dental plan and then the term life. Um, were you trying to add more? Oh. Was that what you were trying to do? 'cause they do offer other- Oh, okay. ... benefits as well. Well, I didn't, I didn't realize I had, I had, I had benefits. Oh, yeah. You've been having them. Um, yeah, 'cause- But- ... your coverage is active, so yeah. Um, but is it- You don't have your cards then? No, I don't, I don't, I don't have my card. That's weird. Your address is, um, correct though. You said 782 Trapshooter Circle? No, 792. Mm-hmm. I'm sorry, what was that new number? Seven, no 792. 7982? No, 792, uh, Trapshooter Circle. I probably put the wrong address on. Oh, yeah. You put a eight, so that's why you never got your cards. So 792 Trapshooter Circle, Longs, South Carolina, 29568. Yes. Okay, yeah. Um, did you want me to email you your cards? And I can send a request for you to receive them again. Yes, ma'am. And then, um, I was gonna tell you that if you want, I can send them via email as well so that you can go ahead and have them. Okay. Yes, ma'am. And I was gonna let you know that this is under a IRS regulation that's called Section 125. So the only times you could cancel these plans or add dependents is within company open enrollment. So the last day to make any changes or add any additional plans would be the 31st of January. Okay? Okay. Yes, ma'am.

Um, can I put you on a brief hold while I send you your cards? Yes. Okay. I'll be right back. All right. Oh, \*\*\*\*\* great. Okay. I'm sorry for that hold. I'm trying to get your cards ready. Um, I'm still working on that. Hello? Hello? T- do I still have you on the line? Do I still have you on the line, sir? Hello? Hello? Do I still have you on the line? Hello? Yes, sir. Hello. You go ahead. You go ahead. Do I still have you on the line? Yes, hello. Sorry. It's 'cause I'm try- um, I was letting you know that I am still downloading your cards. My computer's just being really slow right now. Um, I'm gonna put you in a brief hold while I get my computer restarted, if that's okay with you. But I have your cards ready, it just kind of froze on me. Can you hear me? Hello? Hello. Um- Oh. ... did you get to hear what I was just saying? I don't know if it's cutting off. Oh. Oh, c- can, can you repeat it for me? Yes. I'm, I'm saying that I'm getting your cards ready. My system is just freezing up, so I was gonna reboot it real quick. Okay, 'cause I, I, I got an email. You did? Okay, so you probably received it. Yes, ma'am. Um, do you mind verifying if it is those cards? The American Public Life APL? Yes. Okay. How many cards are attached to it? Is it three? It's four, it's four cards. Oh, okay. Good. So they did send. Thank you. I'm sorry. I don't know what happened- It's all right. ... to my computer there for a second. Um, but if, for some reason, you're missing one of them, you're welcome to give us a call back 'cause, mm, my computer did freeze. Okay. Um, hello? Um, th- do you know which one would be the, um, the denim? Yes. It's gonna say Carrington. That Carrington? Yes. C-A-R-R-I-N-G-T-O-N. It's gonna say that when you open the PDF. Oh, okay. Okay. Did you see it? Yes, ma'am. I see it. All right. Did you have any other questions? No, ma'am. That'll be it. Thank you. You're welcome. Have a nice day. You too.

## 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: Hey, hey. Hello?

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hello?

Speaker speaker\_0: Hey. How can I help you?

Speaker speaker\_1: I have a home... I work for Senti. They, they, they text me about some benefits.

Speaker speaker\_2: Oh, well, great. Yay!

Speaker speaker\_1: Hel- hello?

Speaker speaker\_0: Um, I'm sorry, can you repeat that? I was having trouble hearing you.

Speaker speaker\_1: I work for Senti, you know, they, they, um, this number, they text me, telling me about benefits.

Speaker speaker\_0: Okay, um, what staff and agency do you work for?

Speaker speaker\_1: Uh, Senti Equipment, uh, North.

Speaker speaker\_2: Oh. Okay.

Speaker speaker\_0: Is that the staff and agency that you applied with?

Speaker speaker\_1: Uh, MAU.

Speaker speaker\_0: MAU? Okay, and then what are the last four of your Social?

Speaker speaker\_1: Um, 3877.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Uh, Zefont something.

Speaker speaker\_2: Dad? Hi.

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

Speaker speaker\_1: Um, let's see. 792 Trapshooter Circle, 29568 South Carolina. No, Long South Carolina. And then 06281997.

Speaker speaker\_0: Okay, and then is 843-877-6050 on your phone number?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. And then I have ZE... I'm sorry, I have your first name, last name@icloud.com. Is that up to date?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. Okay, and then what were you trying to do exactly, 'cause it looks like you have the MEC standalone, which is your preventative plan for employee only. You also have the Intra Plus, which is your medical plan, dental, term life.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Are you trying to add more or were you trying to take some off?

Speaker speaker\_1: Well, I already have it?

Speaker speaker\_0: Yeah, you have the MEC standalone, which is the preventative plan. That one's the one that would cover like a physical, some vaccines, some STD and cancer screenings and even some counseling, and it also has benefits when it comes to its prescriptions. And then you have the Intra Plus Basic which is the one that would cover doctor visits if sick, hospital visits if injured, urgent care, emergency room and even some surgeries.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: You have the dental plan and then the term life. Um, were you trying to add more?

Speaker speaker\_1: Oh.

Speaker speaker\_0: Was that what you were trying to do? 'cause they do offer other-

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: ... benefits as well.

Speaker speaker\_1: Well, I didn't, I didn't realize I had, I had, I had benefits.

Speaker speaker\_0: Oh, yeah. You've been having them. Um, yeah, 'cause-

Speaker speaker\_1: But-

Speaker speaker\_0: ... your coverage is active, so yeah.

Speaker speaker\_1: Um, but is it-

Speaker speaker\_0: You don't have your cards then?

Speaker speaker\_1: No, I don't, I don't, I don't have my card.

Speaker speaker\_0: That's weird. Your address is, um, correct though. You said 782 Trapshooter Circle?

Speaker speaker\_1: No, 792.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_0: I'm sorry, what was that new number?

Speaker speaker\_1: Seven, no 792.

Speaker speaker\_0: 7982?

Speaker speaker\_1: No, 792, uh, Trapshooter Circle. I probably put the wrong address on.

Speaker speaker\_0: Oh, yeah. You put a eight, so that's why you never got your cards. So 792 Trapshooter Circle, Longs, South Carolina, 29568.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, yeah. Um, did you want me to email you your cards? And I can send a request for you to receive them again.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And then, um, I was gonna tell you that if you want, I can send them via email as well so that you can go ahead and have them.

Speaker speaker\_1: Okay. Yes, ma'am.

Speaker speaker\_0: And I was gonna let you know that this is under a IRS regulation that's called Section 125. So the only times you could cancel these plans or add dependents is within company open enrollment. So the last day to make any changes or add any additional plans would be the 31st of January. Okay?

Speaker speaker\_1: Okay. Yes, ma'am.

Speaker speaker\_0: Um, can I put you on a brief hold while I send you your cards?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. I'll be right back.

Speaker speaker\_1: All right.

Speaker speaker\_2: Oh, \*\*\*\*\* great.

Speaker speaker\_0: Okay. I'm sorry for that hold. I'm trying to get your cards ready. Um, I'm still working on that. Hello? Hello? T- do I still have you on the line? Do I still have you on the line, sir? Hello? Hello? Do I still have you on the line?

Speaker speaker\_3: Hello?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_3: Hello. You go ahead. You go ahead.

Speaker speaker\_0: Do I still have you on the line?

Speaker speaker\_3: Yes, hello.

Speaker speaker\_0: Sorry. It's 'cause I'm try- um, I was letting you know that I am still downloading your cards. My computer's just being really slow right now. Um, I'm gonna put you in a brief hold while I get my computer restarted, if that's okay with you. But I have your cards ready, it just kind of froze on me. Can you hear me? Hello?

Speaker speaker\_3: Hello.

Speaker speaker\_0: Um-

Speaker speaker\_3: Oh.

Speaker speaker\_0: ... did you get to hear what I was just saying? I don't know if it's cutting off.

Speaker speaker\_3: Oh. Oh, c- can, can you repeat it for me?

Speaker speaker\_0: Yes. I'm, I'm saying that I'm getting your cards ready. My system is just freezing up, so I was gonna reboot it real quick.

Speaker speaker\_3: Okay, 'cause I, I, I got an email.

Speaker speaker\_0: You did? Okay, so you probably received it.

Speaker speaker\_3: Yes, ma'am.

Speaker speaker\_0: Um, do you mind verifying if it is those cards?

Speaker speaker\_3: The American Public Life APL?

Speaker speaker\_0: Yes.

Speaker speaker\_3: Okay.

Speaker speaker\_0: How many cards are attached to it? Is it three?

Speaker speaker\_3: It's four, it's four cards.

Speaker speaker\_0: Oh, okay. Good. So they did send. Thank you. I'm sorry. I don't know what happened-

Speaker speaker\_3: It's all right.

Speaker speaker\_0: ... to my computer there for a second. Um, but if, for some reason, you're missing one of them, you're welcome to give us a call back 'cause, mm, my computer did freeze. Okay. Um, hello?

Speaker speaker\_3: Um, th- do you know which one would be the, um, the denim?

Speaker speaker\_0: Yes. It's gonna say Carrington.

Speaker speaker\_3: That Carrington?

Speaker speaker\_0: Yes. C-A-R-R-I-N-G-T-O-N. It's gonna say that when you open the PDF.

Speaker speaker\_3: Oh, okay.

Speaker speaker\_0: Okay. Did you see it?

Speaker speaker\_3: Yes, ma'am. I see it.

Speaker speaker\_0: All right. Did you have any other questions?

Speaker speaker\_3: No, ma'am. That'll be it. Thank you.

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

Speaker speaker\_3: You too.