

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'm wanting to get my insurance card, uh, sent in the mail to me. Okay. I can check- Yeah. ... and see if you're active. Um, what staffing agency do you work for? Siemens Manufacturing in New Haven. Okay. See if we're stocked up. Is that the staffing agency that hired you? Yeah. I believe so. It wouldn't go by a different name maybe? It might be ISS, Innovative Staff Solutions. Okay, yeah, that's not what I'm thinking. 'Cause I'm not hired on to Siemens yet. Okay. Yes, ma'am. Okay. And then I just need the last four of your Social. 1097. And your first and last name? Mackenzie Shepherd. For security purposes, can you verify your address and date of birth? Um, I just moved so it might be different but my old address is 315 Picnicville Road in Marissa, Illinois. Okay, and then your date of birth? 08/30/01. So 20-57-13189 is your phone number? Yeah. Okay, yeah. So most likely it went to your, um, old address, because that's the one- Yeah, I moved- ... that we have on file. ... and lost it in the move, so... Oh, okay, yeah. If you want, I can go ahead and request another one. And then I'll go ahead and, um, email you your, your card also so that you can have it electronically. Um, can I- Okay. ... put you in a brief hold while I do that? Yeah, um, I'll need to change the address. Okay. Um, what is the new address? It's 810 East Fulton Street, Apartment 9, in Marissa, Illinois. And that was F-U-L-T-O-N? Yeah. Okay, thank you. And then that ZIP code was? 62257. Okay, thank you. I have updated that. And then, um, for your email address, is it still the same one on file, mckenzie shepherd10@gmail.com? Yeah. Okay, I'll be right back. Let me go ahead and get that ready for you. Okay. Thank you. Do you mind verifying that you received that? Mm-hmm. I requested it and sent it to you as well. Um, it should come from an email that says info@benefitsinacard.com. Hmm. Yeah, I got it. Okay. Do you have any other questions? You should be receiving those within seven to ten business days. Okay. Thank you. You're welcome. Have a nice day. You too. 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'm wanting to get my insurance card, uh, sent in the mail to me.

Speaker speaker_0: Okay. I can check-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... and see if you're active. Um, what staffing agency do you work for?

Speaker speaker_1: Siemens Manufacturing in New Haven.

Speaker speaker_0: Okay. See if we're stocked up. Is that the staffing agency that hired you?

Speaker speaker_1: Yeah. I believe so.

Speaker speaker_0: It wouldn't go by a different name maybe?

Speaker speaker_1: It might be ISS, Innovative Staff Solutions.

Speaker speaker_0: Okay, yeah, that's not what I'm thinking.

Speaker speaker_1: 'Cause I'm not hired on to Siemens yet.

Speaker speaker_0: Okay. Yes, ma'am. Okay. And then I just need the last four of your Social.

Speaker speaker_1: 1097.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Mackenzie Shepherd.

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

Speaker speaker_1: Um, I just moved so it might be different but my old address is 315 Picnicville Road in Marissa, Illinois.

Speaker speaker_0: Okay, and then your date of birth?

Speaker speaker_1: 08/30/01.

Speaker speaker_0: So 20-57-13189 is your phone number?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, yeah. So most likely it went to your, um, old address, because that's the one-

Speaker speaker_1: Yeah, I moved-

Speaker speaker_0: ... that we have on file.

Speaker speaker_1: ... and lost it in the move, so...

Speaker speaker_0: Oh, okay, yeah. If you want, I can go ahead and request another one. And then I'll go ahead and, um, email you your, your card also so that you can have it electronically. Um, can I-

Speaker speaker_1: Okay.

Speaker speaker_0: ... put you in a brief hold while I do that?

Speaker speaker_1: Yeah, um, I'll need to change the address.

Speaker speaker_0: Okay. Um, what is the new address?

Speaker speaker_1: It's 810 East Fulton Street, Apartment 9, in Marissa, Illinois.

Speaker speaker_0: And that was F-U-L-T-O-N?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, thank you. And then that ZIP code was?

Speaker speaker_1: 62257.

Speaker speaker_0: Okay, thank you. I have updated that. And then, um, for your email address, is it still the same one on file, mckenzie shepherd10@gmail.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, I'll be right back. Let me go ahead and get that ready for you.

Speaker speaker_1: Okay.

Speaker speaker_0: Thank you. Do you mind verifying that you received that?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: I requested it and sent it to you as well. Um, it should come from an email that says info@benefitsinacard.com.

Speaker speaker_1: Hmm. Yeah, I got it.

Speaker speaker_0: Okay. Do you have any other questions? You should be receiving those within seven to ten business days.

Speaker speaker_1: Okay. Thank you.

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

Speaker speaker_1: You too. Bye.