

Transcript: Estefania

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Full Transcript

Thank you for calling the Benefits Center Card. My name is Stephanie. How can I assist you? Hey, Stephanie. This is Jeremy Gray. You doing okay today? Yes, sir. How can I help you? I'm doing good. So, um, I'm trying to get vision, um, my vision insurance information. Okay, yeah. I can't locate, I can't locate my card at all, so I'm trying to get the information until, you know, possibly you can send me another card. Yes, sir. I can check to see if it's ready, and if it is, I can just go ahead and send it to your email. Okay, that would be great. Um, what staffing agency do you work for? MAU. Okay. And then, what are the last four of your Social? 5525. Okay. You said 5525? Yes, ma'am. And your first and last name? Jeremy, J-E-R-E-M-Y. Gray, G-R-A-Y. For security purposes, can you verify your address and date of birth? Yes, ma'am. Date of birth was 12/6/1980. My address is 26 Pinecrest Drive, Warrenton, South Carolina 29851. I'm gonna have jgarymsp21@yahoo.com. Hm, no, ma'am it's J, uh, J-G-R-A-Y, JGray- Great. ...MSCP21 at Yahoo. Okay, thank you. And then, is that a good email to send you your card at? Yes, ma'am. I don't know why- Great. I don't know why it's listed as Gary. Yeah. Who said Gary? Um, but- Okay. ... I'm gonna go ahead and email that to you, um, and then I'm gonna put in a request for it. Uh, is that a good address to send it to, the 26 Pinecrest Drive? Yes, ma'am. All right, I'll be right back. That's fine. I'm gonna put you in a brief hold while I do that. All right, thank you. Okay, sir. I went ahead and e- and emailed that to you. Do you mind confirming that you received it? Yes, ma'am, I did. Okay, and then I also went ahead and put that card request for you to receive it, so you should be getting that within probably one or two weeks. Not including the holidays, though 'cause- Oh, yeah, we got holidays coming up. Yeah. Okay. All right. All right, thank you, ma'am. Oh, uh, one last thing. Um, with EyeMed, is there, like, a website I can go to to search up providers that you know of? Uh, I have a phone number. I don't have a website though, but I have a phone number. Okay. What's the phone number, if you don't mind? It's gonna be 800- Mm-hmm. ...615-1883. Okay. So 600-81-... Um, 800-615-1883. Got it. All right. All right. I appreciate it. Thank you. You're welcome. Have a nice day, sir. You too. Bye.

Conversation Format

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

Speaker speaker_1: Hey, Stephanie. This is Jeremy Gray. You doing okay today?

Speaker speaker_0: Yes, sir. How can I help you?

Speaker speaker_1: I'm doing good. So, um, I'm trying to get vision, um, my vision insurance information.

Speaker speaker_0: Okay, yeah.

Speaker speaker_1: I can't locate, I can't locate my card at all, so I'm trying to get the information until, you know, possibly you can send me another card.

Speaker speaker_0: Yes, sir. I can check to see if it's ready, and if it is, I can just go ahead and send it to your email.

Speaker speaker_1: Okay, that would be great.

Speaker speaker_0: Um, what staffing agency do you work for?

Speaker speaker_1: MAU.

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

Speaker speaker_1: 5525.

Speaker speaker_0: Okay. You said 5525?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Jeremy, J-E-R-E-M-Y. Gray, G-R-A-Y.

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

Speaker speaker_1: Yes, ma'am. Date of birth was 12/6/1980. My address is 26 Pinecrest Drive, Warrentonville, South Carolina 29851.

Speaker speaker_0: I'm gonna have jgarymsp21@yahoo.com.

Speaker speaker_1: Hm, no, ma'am it's J, uh, J-G-R-A-Y, JGray-

Speaker speaker_0: Great.

Speaker speaker_1: ...MSCP21 at Yahoo.

Speaker speaker_0: Okay, thank you. And then, is that a good email to send you your card at?

Speaker speaker_1: Yes, ma'am. I don't know why-

Speaker speaker_0: Great.

Speaker speaker_1: I don't know why it's listed as Gary.

Speaker speaker_0: Yeah. Who said Gary? Um, but-

Speaker speaker_1: Okay.

Speaker speaker_0: ... I'm gonna go ahead and email that to you, um, and then I'm gonna put in a request for it. Uh, is that a good address to send it to, the 26 Pinecrest Drive?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right, I'll be right back.

Speaker speaker_1: That's fine.

Speaker speaker_0: I'm gonna put you in a brief hold while I do that.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: Okay, sir. I went ahead and e- and emailed that to you. Do you mind confirming that you received it?

Speaker speaker_1: Yes, ma'am, I did.

Speaker speaker_0: Okay, and then I also went ahead and put that card request for you to receive it, so you should be getting that within probably one or two weeks. Not including the holidays, though 'cause-

Speaker speaker_1: Oh, yeah, we got holidays coming up.

Speaker speaker_0: Yeah.

Speaker speaker_1: Okay.

Speaker speaker_0: All right.

Speaker speaker_1: All right, thank you, ma'am. Oh, uh, one last thing. Um, with EyeMed, is there, like, a website I can go to to search up providers that you know of?

Speaker speaker_0: Uh, I have a phone number. I don't have a website though, but I have a phone number.

Speaker speaker_1: Okay. What's the phone number, if you don't mind?

Speaker speaker_0: It's gonna be 800-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ...615-1883.

Speaker speaker_1: Okay.

Speaker speaker_0: So 600-81-... Um, 800-615-1883.

Speaker speaker_1: Got it.

Speaker speaker_0: All right.

Speaker speaker_1: All right. I appreciate it. Thank you.

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

Speaker speaker_1: You too. Bye.