

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yeah, I'm calling from Buckeye, Arizona. Um, I, I work for a company called Funko over here, and, uh, I, I, I'm being charged for the, uh, business and everything, but I don't have the medical insurance card in the mail yet. So I was wondering if something, uh, what's going on there? Okay. Um, what was the name of the staffing agency? Uh, Sarah, or Ver- Stella. And then, what are the last four of your social? Uh, 7387. Okay, thank you. For security purposes, could you verify your address and your date of birth? The address would be 1632 South, uh, 220th Lane, and then Buckeye, Arizona 85326. And the email is gonna be, uh, andrewthomas223@gmail.com. Okay, thank you. Um, what was the date of birth? Uh, this will be 9/11/1977. Thank you. And your phone number's 602-366-5761? Yeah. Correct. Okay. Give me one second. Let me check if those cards are available via email, and if they are, I'll just go ahead and send them to you. Did you need the three of 'em? I mean, the four of 'em? Oh- Or did you just need, uh, a certain one? Uh, probably just the, the one you give your doctor, the medical one. I got the, uh, let's see, there, there's one from the FreeRx that checked online the other day, that's available to download, and I got it. Mm-hmm. So I think just the medical one for your doctor. Okay, so the VIP Standard. Okay. Um, let me check real quick to see if it's available, and if it is, I'll go ahead and send it to your email. Good. Good, thanks. And then I was gonna tell you that for that one, they normally don't mail that one out to the members. Um, so if you do want a physical one, I would have to request it. Did you want to request one? No, ju- just email's fine, 'cause like most things, you, you go with your smartphone today anyway, so I'm good. So, yeah. Yeah. Okay. Okay. That's fine. I'll be right back. Thank you. Okay, thank you for your hold. I went ahead and emailed that card to you. Do you mind verifying that you received it? It should come from an email that says info@benefitsinacard.com. Thank you. You're welcome. Um, do you wanna double-check just to make sure that you did get it though? Yeah, let me go check right now. Uh, hang on a second. Yeah, I implo- uh, yes. Sounds pretty good. All right. So that has your, um, policy number and the pharmacy's information as well, so that's really all you need. Mm-hmm. Sounds pretty good. Okay, thank you very much and have a good rest of your day. Thank you. You too. Have a nice day. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Yeah, I'm calling from Buckeye, Arizona. Um, I, I work for a company called Funko over here, and, uh, I, I, I'm being charged for the, uh, business and everything, but I don't have the medical insurance card in the mail yet. So I was wondering if something, uh, what's going on there?

Speaker speaker_0: Okay. Um, what was the name of the staffing agency?

Speaker speaker_1: Uh, Sarah, or Ver- Stella.

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

Speaker speaker_1: Uh, 7387.

Speaker speaker_0: Okay, thank you. For security purposes, could you verify your address and your date of birth?

Speaker speaker_1: The address would be 1632 South, uh, 220th Lane, and then Buckeye, Arizona 85326. And the email is gonna be, uh, andrewthomas223@gmail.com.

Speaker speaker_0: Okay, thank you. Um, what was the date of birth?

Speaker speaker_1: Uh, this will be 9/11/1977.

Speaker speaker_0: Thank you. And your phone number's 602-366-5761?

Speaker speaker_1: Yeah. Correct.

Speaker speaker_0: Okay. Give me one second. Let me check if those cards are available via email, and if they are, I'll just go ahead and send them to you. Did you need the three of 'em? I mean, the four of 'em?

Speaker speaker_1: Oh-

Speaker speaker_0: Or did you just need, uh, a certain one?

Speaker speaker_1: Uh, probably just the, the one you give your doctor, the medical one. I got the, uh, let's see, there, there's one from the FreeRx that checked online the other day, that's available to download, and I got it.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So I think just the medical one for your doctor.

Speaker speaker_0: Okay, so the VIP Standard. Okay. Um, let me check real quick to see if it's available, and if it is, I'll go ahead and send it to your email.

Speaker speaker_1: Good. Good, thanks.

Speaker speaker_0: And then I was gonna tell you that for that one, they normally don't mail that one out to the members. Um, so if you do want a physical one, I would have to request it. Did you want to request one?

Speaker speaker_1: No, ju- just email's fine, 'cause like most things, you, you go with your smartphone today anyway, so I'm good. So, yeah.

Speaker speaker_0: Yeah. Okay. Okay. That's fine. I'll be right back.

Speaker speaker_1: Thank you.

Speaker speaker_0: Okay, thank you for your hold. I went ahead and emailed that card to you. Do you mind verifying that you received it? It should come from an email that says info@benefitsinacard.com.

Speaker speaker_1: Thank you.

Speaker speaker_0: You're welcome. Um, do you wanna double-check just to make sure that you did get it though?

Speaker speaker_1: Yeah, let me go check right now. Uh, hang on a second. Yeah, I implo- uh, yes. Sounds pretty good.

Speaker speaker_0: All right. So that has your, um, policy number and the pharmacy's information as well, so that's really all you need.

Speaker speaker_1: Mm-hmm. Sounds pretty good. Okay, thank you very much and have a good rest of your day.

Speaker speaker_0: Thank you. You too. Have a nice day.

Speaker speaker_1: Bye.