

Transcript: Franchesca

Baez-6145765712117760-5582843944419328

Full Transcript

... calling Benefits in a Card. My name is Francesca. How can I assist you today? Uh, hi. I was hoping you could email me my, uh, my insurance ID cards 'cause I can't do it on the online thing. It says they're not available or something. What staffing company do you work with? Uh, it's Terra Staffing but I think it's for Stella now, for Stella Staffing. I'll have the last four of your Social. Uh, 0066. And the last name, please? Uh, Blevins, B-L-E-V-I-N-S. Please verify your mailing address and date of birth to make sure I have the right account in front of me. Uh, 4139 12th Avenue Northeast, Apartment 307, Seattle, Washington 98105. Uh, 08/20/1996. We have that phone number to reach you down as 423-782-6577? Uh, yeah. We have your email down as your last name, sd7@gmail.com? Yeah, correct. Hello? Yes, sir. Bear with me one moment and I'll place you on hold to see if those benefit cards are ready. Oh, no problem. Thank you. Thank you so much for holding. Both benefit cards have been sent as PDF files to your email from our office email info@benefitsinacard.com. So the 10:00 will be ID card. Awesome. They... And is, and is it the same card for, um, my wife as well? Like we're both using the same thing? Yes, sir. Mm-hmm. That is correct. Okay. Awesome. Sounds great. Thank you. Of course, it's not gonna appear with her name separately. It will only have your name due to these being PPO-limited plans. Okay. Gotcha. Okay. Sounds good. Is there anything else I can assist you with today? Uh, nope. That'll be it. Thank you very much. Have a wonderful rest of your day. No problem. You too. Bye.

Conversation Format

Speaker speaker_0: ... calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Uh, hi. I was hoping you could email me my, uh, my insurance ID cards 'cause I can't do it on the online thing. It says they're not available or something.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Uh, it's Terra Staffing but I think it's for Stella now, for Stella Staffing.

Speaker speaker_0: I'll have the last four of your Social.

Speaker speaker_1: Uh, 0066.

Speaker speaker_0: And the last name, please?

Speaker speaker_1: Uh, Blevins, B-L-E-V-I-N-S.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker_1: Uh, 4139 12th Avenue Northeast, Apartment 307, Seattle, Washington 98105. Uh, 08/20/1996.

Speaker speaker_0: We have that phone number to reach you down as 423-782-6577?

Speaker speaker_1: Uh, yeah.

Speaker speaker_0: We have your email down as your last name, sd7@gmail.com?

Speaker speaker_1: Yeah, correct. Hello?

Speaker speaker_0: Yes, sir. Bear with me one moment and I'll place you on hold to see if those benefit cards are ready.

Speaker speaker_1: Oh, no problem. Thank you.

Speaker speaker_0: Thank you so much for holding. Both benefit cards have been sent as PDF files to your email from our office email info@benefitsinacard.com. So the 10:00 will be ID card.

Speaker speaker_1: Awesome. They... And is, and is it the same card for, um, my wife as well? Like we're both using the same thing?

Speaker speaker_0: Yes, sir. Mm-hmm. That is correct.

Speaker speaker_1: Okay. Awesome. Sounds great. Thank you.

Speaker speaker_0: Of course, it's not gonna appear with her name separately. It will only have your name due to these being PPO-limited plans.

Speaker speaker_1: Okay. Gotcha. Okay. Sounds good.

Speaker speaker_0: Is there anything else I can assist you with today?

Speaker speaker_1: Uh, nope. That'll be it. Thank you very much.

Speaker speaker_0: Have a wonderful rest of your day. No problem.

Speaker speaker_1: You too. Bye.