

## Transcript: Pearl

**Rojas-4507094058319872-6188767934201856**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello? Hi, with Ms. Brancato, please? Yes, this is Carly. Hi, my name is Pearl. I'm calling from Benefits in Accord on behalf of your staffing agency, Oxford Global. Oh, hi. Thank you. Hi. Before I continue, I do have to advise the call is being recorded for quality and security purposes. Um, we spoke today about your... about your ID cards and having, um... me reaching out to the front office, seeing if they could get those ready for you. Yeah. Um, the, the cards themselves are not ready, but I do have your medical ID number and, um, the group accident ID number for you, if you want to go ahead and write them down. And then while- Yeah, that'd be great. Sorry, tomorrow what? They'll be available online, um... Okay. You just have to give us a call tomorrow and we'll be able to send you the virtual copies. Will it be an email or do I have like a login? It will be an email. Okay. You would give us a call and we would send them to your email. Okay. Thank you. Okay, I am writing everywhere. All right. It's, uh, Hospital Indemnity, your medical plan. It's policy number is 258 456 2. Okay. And then your group accident, which is additional coverage to your medical, that policy number is 508- Five... I'm sorry, what? 508. Okay. 258 456 3. Okay. Which one was that? Group accident. It's additional coverage to your medical that's, uh, included in your medical. Group access? Accident. Okay. Thank you. No problem. And is there anything else I can assist you with today? Uh, not right now, but thank you. All right. Thank you so much for attending my call. You have a great day. You too.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hello?

Speaker speaker\_2: Hi, with Ms. Brancato, please?

Speaker speaker\_1: Yes, this is Carly.

Speaker speaker\_2: Hi, my name is Pearl. I'm calling from Benefits in Accord on behalf of your staffing agency, Oxford Global.

Speaker speaker\_1: Oh, hi. Thank you.

Speaker speaker\_2: Hi. Before I continue, I do have to advise the call is being recorded for quality and security purposes. Um, we spoke today about your... about your ID cards and having, um... me reaching out to the front office, seeing if they could get those ready for you.

Speaker speaker\_1: Yeah.

Speaker speaker\_2: Um, the, the cards themselves are not ready, but I do have your medical ID number and, um, the group accident ID number for you, if you want to go ahead and write them down. And then while-

Speaker speaker\_1: Yeah, that'd be great. Sorry, tomorrow what?

Speaker speaker\_2: They'll be available online, um...

Speaker speaker\_1: Okay.

Speaker speaker\_2: You just have to give us a call tomorrow and we'll be able to send you the virtual copies.

Speaker speaker\_1: Will it be an email or do I have like a login?

Speaker speaker\_2: It will be an email.

Speaker speaker\_1: Okay.

Speaker speaker\_2: You would give us a call and we would send them to your email.

Speaker speaker\_1: Okay. Thank you. Okay, I am writing everywhere.

Speaker speaker\_2: All right. It's, uh, Hospital Indemnity, your medical plan. It's policy number is 258 456 2.

Speaker speaker\_1: Okay.

Speaker speaker\_2: And then your group accident, which is additional coverage to your medical, that policy number is 508-

Speaker speaker\_1: Five... I'm sorry, what?

Speaker speaker\_2: 508.

Speaker speaker\_1: Okay.

Speaker speaker\_2: 258 456 3.

Speaker speaker\_1: Okay. Which one was that?

Speaker speaker\_2: Group accident. It's additional coverage to your medical that's, uh, included in your medical.

Speaker speaker\_1: Group access?

Speaker speaker\_2: Accident.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_2: No problem. And is there anything else I can assist you with today?

Speaker speaker\_1: Uh, not right now, but thank you.

Speaker speaker\_2: All right. Thank you so much for attending my call. You have a great day.

Speaker speaker\_1: You too.