

Transcript: Pearl

Rojas-4516183194157056-6142801352278016

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Jurado . Who's this speaking? It's Nicholas Robinson. How can I assist you, Mr. Robinson? Uh, yes, um, I got a Benefits in a Card, uh, email to activate my account. Um, you guys have already been taking money out of my account for the last couple of weeks. Well, this week and last week . But I need to know what's the name of the, uh, exact insurance so I can start making appointments . Okay. What's the name of the staffing agency you work for? Uh, TRC. The last four digits of your Social? 9295. All righty. And if you can confirm your address and date of birth. 3416 Homewood Trail, Ellenwood, Georgia, 30294. Uh, birthday, 02-13-94. Okay then, 6319. Say it again. 901-264-6319. That is it. And your email address is n.robinson1994@gmail.com? Yep. All righty. So it looks like your coverage just became active today, so you should receive your card... You'll receive your dental, vision and preventative health in the mail, and then your m-medical will go to your email. Okay. Do you have any other questions? Um, like I said, I was trying to make a, I was trying to make appointments since I knew it was activ- I knew it was activated, but they, when they asked me what was my insurance provider, I mean, I don't know what to type in. Okay. So for your medical, the insurance is to go... and you can provide them, the doctor the upload our number and we'll verify coverage for you until you receive your card. Uh, okay. I'm sorry, I didn't, I didn't hear the name. It kind of cut out for a second. American Public Life is your medical and dental. Okay. American Public. Okay. Thank you. No problem. Thank you for- I'll speak to the rest of the crowd. ... calling in today. All righty. Thank you. Thank you. You have a good one.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Jurado . Who's this speaking?

Speaker speaker_2: It's Nicholas Robinson.

Speaker speaker_1: How can I assist you, Mr. Robinson?

Speaker speaker_2: Uh, yes, um, I got a Benefits in a Card, uh, email to activate my account. Um, you guys have already been taking money out of my account for the last couple of weeks. Well, this week and last week . But I need to know what's the name of the, uh, exact insurance so I can start making appointments .

Speaker speaker_1: Okay. What's the name of the staffing agency you work for?

Speaker speaker_2: Uh, TRC.

Speaker speaker_1: The last four digits of your Social?

Speaker speaker_2: 9295.

Speaker speaker_1: All righty. And if you can confirm your address and date of birth.

Speaker speaker_2: 3416 Homewood Trail, Ellenwood, Georgia, 30294. Uh, birthday, 02-13-94.

Speaker speaker_1: Okay then, 6319.

Speaker speaker_2: Say it again.

Speaker speaker_1: 901-264-6319.

Speaker speaker_2: That is it.

Speaker speaker_1: And your email address is n.robinson1994@gmail.com?

Speaker speaker_2: Yep.

Speaker speaker_1: All righty. So it looks like your coverage just became active today, so you should receive your card... You'll receive your dental, vision and preventative health in the mail, and then your m- medical will go to your email.

Speaker speaker_2: Okay.

Speaker speaker_1: Do you have any other questions?

Speaker speaker_2: Um, like I said, I was trying to make a, I was trying to make appointments since I knew it was activ- I knew it was activated, but they, when they asked me what was my insurance provider, I mean, I don't know what to type in.

Speaker speaker_1: Okay. So for your medical, the insurance is to go... and you can provide them, the doctor the upload our number and we'll verify coverage for you until you receive your card.

Speaker speaker_2: Uh, okay. I'm sorry, I didn't, I didn't hear the name. It kind of cut out for a second.

Speaker speaker_1: American Public Life is your medical and dental.

Speaker speaker_2: Okay. American Public. Okay. Thank you.

Speaker speaker_1: No problem. Thank you for-

Speaker speaker_2: I'll speak to the rest of the crowd.

Speaker speaker_1: ... calling in today. All righty.

Speaker speaker_3: Thank you.

Speaker speaker_2: Thank you. You have a good one.