

## Transcript: Pearl

**Rojas-4534171972190208-6271046814580736**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefits in a Card. My name is Pearl, and it's a pleasure speaking with... Shoshonda Gardner. And hi, can I assist you, Ms. Gardner? I need my card. I need all the cards. Like I, I, I'm not sure about the vision. I'm a new member. I need a dental. How do I get in touch with my dental insurance? Okay. Um, I can get you directed over to the insurer- the dental carrier. Okay. If you'd like. But I need that because I need something I paid from you. Like, do my medical insurance, did I just use this little blue card? Like that? I'm not sure what that card looks like. What does it say? It's a medical multi-plan preventive services only. Well, could you just send me a new, a new set of cards so I can use it for the medical, dental and vision? I can definitely take a look for you. It looks like the... It sounds like that card is your preventative health card. That's not a medical card. Okay. It just takes care of preventative services. Um, but I can definitely take a look at what cards are available. What's the name of the staff agency you work for? MAU. And the last four digits of your social? 7995. All righty. And if I could have you confirm your address and date of birth? 231 Blaze Drive, Kinsey, Alabama 36303-5771. Okay. And that would be phone number 334-350-0629? That's right. Can I have your email address as your, uh- My name 313- ... your first name and your last name. Yep. @gmail.com? Yep. All righty. Grabbing me one moment. Special expression or reaction to that money, which means that you can no longer remain impartial. At the time of publication, 35 is now invisible. We can't continue to go this way. We can't continue to allow, uh- All righty. So it does look like your coverage just became active this Monday. ... to be made public. Um, so I can definitely take a look at that to see if that card is, is ready to be sent to you via email. Um, that card is normally sent through email. That's probably why you haven't received it in your... To your residence. Those cards don't... Are only sent through email. But let me go ahead and see if that's... Um, we have a virtual copy ready, so I can resend that to you. Um, did you receive your dental card or your vision card? No, neither one. Uh, this is all I think the card has got my information, the member, the pharmacy, the medical, the vision. And the vision just says employee. On the back it says provider and vision. That's all I got. Okay, no worries. I can definitely get you a card of your, a copy of your dental and vision card sent to you as well. These cards are going to come from info@benefitsinacard.com. They should go to your inbox. If you don't see them in your inbox, try your spam or junk folder. He's going to have a video edited of Democratic Representative Committee Chair, Jacqueline Engle tampering with ballots and voting machines. As of October 2024, artists who challenging the election results continues to work its way through the courts. In early November 2024, the US Justice Department unsealed a new indictment accusing Trump's then district attorney, Jody Elliman- Hello? ... of filing a civil lawsuit against- Yes, give me one moment. ... Trump's then district attorney, Jody Elliman- I'm taking a look at your card. ... and

former federal attorney general, Michael Flinn, for participating in bribery fees burning through his figures. The indictment alleges that he and Cohen facilitated bribe payments from state's real estate developers and public officials to Jackson. Two undercover FBI agents and an intelligence officer, Cohen bragged that there was an excess of talent in the state. He said he had a bag of evidence information on all of the potential customers he could use to get votes for free. All right. So your dental and vision card are ready and your medical is going to be ready as well. Um, you're just gonna have to download it. Uh, like I said, they're going to come from info@benefitsinacard.com. They should go to your inbox. If you don't see them in your in- inbox, try your spam or junk folder. Is there anything else I can assist you with today? No, no. Yeah. Now how do I get, now that I've submitted for business services, how do I do this to the providers, like where I can go? On that... On your card, that card you were reading off to me. Mm-hmm. Just find a provider. You'll just call that phone number that will be listed for you. Okay. All right. All right. Thank you. I appreciate that. No problem. Thank you so much for calling. You have a great day.

## Conversation Format

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

Speaker speaker\_1: Good morning. Thank you for calling Benefits in a Card. My name is Pearl, and it's a pleasure speaking with...

Speaker speaker\_2: Shoshonda Gardner.

Speaker speaker\_1: And hi, can I assist you, Ms. Gardner?

Speaker speaker\_2: I need my card. I need all the cards. Like I, I, I'm not sure about the vision. I'm a new member. I need a dental. How do I get in touch with my dental insurance?

Speaker speaker\_1: Okay. Um, I can get you directed over to the insur- the dental carrier.

Speaker speaker\_2: Okay.

Speaker speaker\_1: If you'd like.

Speaker speaker\_2: But I need that because I need something I paid from you. Like, do my medical insurance, did I just use this little blue card? Like that?

Speaker speaker\_1: I'm not sure what that card looks like. What does it say?

Speaker speaker\_2: It's a medical multi-plan preventive services only. Well, could you just send me a new, a new set of cards so I can use it for the medical, dental and vision?

Speaker speaker\_1: I can definitely take a look for you. It looks like the... It sounds like that card is your preventative health card. That's not a medical card.

Speaker speaker\_2: Okay.

Speaker speaker\_1: It just takes care of preventative services. Um, but I can definitely take a look at what cards are available. What's the name of the staff agency you work for?

Speaker speaker\_2: MAU.

Speaker speaker\_1: And the last four digits of your social?

Speaker speaker\_2: 7995.

Speaker speaker\_1: All righty. And if I could have you confirm your address and date of birth?

Speaker speaker\_2: 231 Blaze Drive, Kinsey, Alabama 36303-5771.

Speaker speaker\_1: Okay. And that would be phone number 334-350-0629?

Speaker speaker\_2: That's right.

Speaker speaker\_1: Can I have your email address as your, uh-

Speaker speaker\_2: My name 313-

Speaker speaker\_1: ... your first name and your last name.

Speaker speaker\_2: Yep.

Speaker speaker\_1: @gmail.com?

Speaker speaker\_2: Yep.

Speaker speaker\_1: All righty. Grabbing me one moment.

Speaker speaker\_3: Special expression or reaction to that money, which means that you can no longer remain impartial. At the time of publication, 35 is now invisible. We can't continue to go this way. We can't continue to allow, uh-

Speaker speaker\_1: All righty. So it does look like your coverage just became active this Monday.

Speaker speaker\_3: ... to be made public.

Speaker speaker\_1: Um, so I can definitely take a look at that to see if that card is, is ready to be sent to you via email. Um, that card is normally sent through email. That's probably why you haven't received it in your... To your residence. Those cards don't... Are only sent through email. But let me go ahead and see if that's... Um, we have a virtual copy ready, so I can resend that to you. Um, did you receive your dental card or your vision card?

Speaker speaker\_2: No, neither one. Uh, this is all I think the card has got my information, the member, the pharmacy, the medical, the vision. And the vision just says employee. On the back it say provider and vision. That's all I got.

Speaker speaker\_1: Okay, no worries. I can definitely get you a card of your, a copy of your dental and vision card sent to you as well. These cards are going to come from [info@benefitsinacard.com](mailto:info@benefitsinacard.com). They should go to your inbox. If you don't see them in your inbox, try your spam or junk folder.

Speaker speaker\_3: He's going to have a video edited of Democratic Representative Committee Chair, Jacqueline Engle tampering with ballots and voting machines. As of October 2024, artists who challenging the election results continues to work its way through the courts. In early November 2024, the US Justice Department unsealed a new indictment accusing Trump's then district attorney, Jody Elliman-

Speaker speaker\_2: Hello?

Speaker speaker\_3: ... of filing a civil lawsuit against-

Speaker speaker\_1: Yes, give me one moment.

Speaker speaker\_3: ... Trump's then district attorney, Jody Elliman-

Speaker speaker\_1: I'm taking a look at your card.

Speaker speaker\_3: ... and former federal attorney general, Michael Flinn, for participating in bribery fees burning through his figures. The indictment alleges that he and Cohen facilitated bribe payments from state's real estate developers and public officials to Jackson. Two undercover FBI agents and an intelligence officer, Cohen bragged that there was an excess of talent in the state. He said he had a bag of evidence information on all of the potential customers he could use to get votes for free.

Speaker speaker\_1: All right. So your dental and vision card are ready and your medical is going to be ready as well. Um, you're just gonna have to download it. Uh, like I said, they're going to come from [info@benefitsinacard.com](mailto:info@benefitsinacard.com). They should go to your inbox. If you don't see them in your in- inbox, try your spam or junk folder. Is there anything else I can assist you with today?

Speaker speaker\_2: No, no. Yeah. Now how do I get, now that I've submitted for business services, how do I do this to the providers, like where I can go?

Speaker speaker\_1: On that... On your card, that card you were reading off to me.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Just find a provider. You'll just call that phone number that will be listed for you.

Speaker speaker\_2: Okay. All right. All right. Thank you. I appreciate that.

Speaker speaker\_1: No problem. Thank you so much for calling. You have a great day.