

## **Transcript: Pearl**

**Rojas-4610598609829888-5277955380428800**

### **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. Who does the pleasure of speaking with? Hey, this is Tarika Brown. And how can I assist you? Uh, I'm trying to see, I'm trying to see what aisle does my, what aisle do my benefits, uh, cover? Okay. What state and city does that mean you work for? Um, TRC. And the last four digits of your social? 4646. I need you to verify your address and date of birth. Um, it is 1110 Ball Park Lane, 1110 Ball Park Lane, Lawrenceville, Georgia 30043. And your date of birth? February the 3rd, 1990. Okay. And have your phone number as 453-5452? Yes, ma'am. Can I have your email address as btarika@yahoo.com? Yes. And you said you needed to know what all your insurance covers? Yes, ma'am. I would like to know what it all cover- covers. Okay. If you'd like, I can send you a copy of the benefit guide and it'll show you your plans and how much it covers for each service. Okay, that would be fine too and it's gonna, um... Can you tell me what cover- are you able to tell me what coverage I have? Yes. You have- 'Cause I know my child, me and my ch- I got me and my child on there. Yes. So you have dental, vision and the VIP standard. The VIP standard. What is the VIP standard? That is your medical. Okay, so this the VIP standard. Um, is that the name of the insurance or this just the sta- like the, I guess the status of the insurance? That's just the plan. Meaning like, okay, this the plan name, VIP status? Mm-hmm. Standard. Yeah. I mean standard, I'm sorry. And then your dental and medical are through American Public Life and your vision is through MetLife. Okay. Vision is through MetLife. MetLife. And dental is through what now? Dental and medical are through American Public Life. Okay. Dental and medical. American Pub-... And the a- all of that in the, um, information you just finished sending me, so I can see what the dental cover and the vision cover? Yes. Yes. Okay. Okay. This email is going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, check your spam or junk folder. Okay. You have any questions? Um, can you give me the name of that dental and medical again? American Public Life. American Public Life. Okay. Thank you. No problem. Thank you so much for calling. Have a great day. You too. Bye.

### **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. Who does the pleasure of speaking with?

Speaker speaker\_2: Hey, this is Tarika Brown.

Speaker speaker\_1: And how can I assist you?

Speaker speaker\_2: Uh, I'm trying to see, I'm trying to see what aisle does my, what aisle do my benefits, uh, cover?

Speaker speaker\_1: Okay. What state and city does that mean you work for?

Speaker speaker\_2: Um, TRC.

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

Speaker speaker\_2: 4646.

Speaker speaker\_1: I need you to verify your address and date of birth.

Speaker speaker\_2: Um, it is 1110 Ball Park Lane, 1110 Ball Park Lane, Lawrenceville, Georgia 30043.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: February the 3rd, 1990.

Speaker speaker\_1: Okay. And have your phone number as 453-5452?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Can I have your email address as btarika@yahoo.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And you said you needed to know what all your insurance covers?

Speaker speaker\_2: Yes, ma'am. I would like to know what it all cover- covers.

Speaker speaker\_1: Okay. If you'd like, I can send you a copy of the benefit guide and it'll show you your plans and how much it covers for each service.

Speaker speaker\_2: Okay, that would be fine too and it's gonna, um... Can you tell me what cover- are you able to tell me what coverage I have?

Speaker speaker\_1: Yes. You have-

Speaker speaker\_2: 'Cause I know my child, me and my ch- I got me and my child on there.

Speaker speaker\_1: Yes. So you have dental, vision and the VIP standard.

Speaker speaker\_2: The VIP standard. What is the VIP standard?

Speaker speaker\_1: That is your medical.

Speaker speaker\_2: Okay, so this the VIP standard. Um, is that the name of the insurance or this just the sta- like the, I guess the status of the insurance?

Speaker speaker\_1: That's just the plan.

Speaker speaker\_2: Meaning like, okay, this the plan name, VIP status?

Speaker speaker\_1: Mm-hmm. Standard. Yeah.

Speaker speaker\_2: I mean standard, I'm sorry.

Speaker speaker\_1: And then your dental and medical are through American Public Life and your vision is through MetLife.

Speaker speaker\_2: Okay. Vision is through MetLife. MetLife. And dental is through what now?

Speaker speaker\_1: Dental and medical are through American Public Life.

Speaker speaker\_2: Okay. Dental and medical. American Pub-... And the a- all of that in the, um, information you just finished sending me, so I can see what the dental cover and the vision cover?

Speaker speaker\_1: Yes. Yes.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. This email is going to come from [info@benefitsinacard.com](mailto:info@benefitsinacard.com). It should go to your inbox. If you don't see it in your inbox, check your spam or junk folder.

Speaker speaker\_2: Okay.

Speaker speaker\_1: You have any questions?

Speaker speaker\_2: Um, can you give me the name of that dental and medical again?

Speaker speaker\_1: American Public Life.

Speaker speaker\_2: American Public Life. Okay. Thank you.

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

Speaker speaker\_2: You too.

Speaker speaker\_1: Bye.