

Transcript: Pearl

Rojas-4810198631104512-5745399372759040

Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who did I, who did I say your last... Elizabeth O'Leaven. And how can I assist you? I was just trying to find out how I can access, um, like, m- my benefits card or something. I, I don't ha- I signed up and my job started taking it out, and they told us that they didn't have any information. You guys work for a third-party company. I'm working with MAU. Okay. What is- And- ... what is your Social? Uh, 0669. And your name? Elizabeth. I'm sorry. You did say that n- bear with me. Okay. And what is your address and date of birth? 82584, um, twenty, 2626 Livonia Highway, uh, Worthsville, Georgia 30516. Okay. And I have your phone number as 706-961-1586? Yes, ma'am. And I have your email address as- Okay. ... georgiagirl.1984@yahoo.com? That's it. Okay, so looks like you've just become active yesterday, so you should receive your cards- Okay. ... by the end of the week. Your vision- Oh, good. ... will go to your residence as long, as well as with your preventative health, and your medical will go to your email. Okay. And, um, so it'll, it'll show up in my email as, uh, VIC? Um, no, it should say something along the lines of, um, uh, American Public Life. Okay. All right. Um, and they'll take, they'll take it at the pharmacy for, um, medications and stuff, right? Correct. Okay. All righty. I sure do appreciate it. Thank you. Oh, thank you for calling. You have a great day. You too. Okay. Bye.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who did I, who did I say your last...

Speaker speaker_1: Elizabeth O'Leaven.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: I was just trying to find out how I can access, um, like, m- my benefits card or something. I, I don't ha- I signed up and my job started taking it out, and they told us that they didn't have any information. You guys work for a third-party company. I'm working with MAU.

Speaker speaker_0: Okay. What is-

Speaker speaker_1: And-

Speaker speaker_0: ... what is your Social?

Speaker speaker_1: Uh, 0669.

Speaker speaker_0: And your name?

Speaker speaker_1: Elizabeth.

Speaker speaker_0: I'm sorry. You did say that n- bear with me. Okay. And what is your address and date of birth?

Speaker speaker_1: 82584, um, twenty, 2626 Livonia Highway, uh, Worthsville, Georgia 30516.

Speaker speaker_0: Okay. And I have your phone number as 706-961-1586?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have your email address as-

Speaker speaker_1: Okay.

Speaker speaker_0: ... georgiagirl.1984@yahoo.com?

Speaker speaker_1: That's it.

Speaker speaker_0: Okay, so looks like you've just become active yesterday, so you should receive your cards-

Speaker speaker_1: Okay.

Speaker speaker_0: ... by the end of the week. Your vision-

Speaker speaker_1: Oh, good.

Speaker speaker_0: ... will go to your residence as long, as well as with your preventative health, and your medical will go to your email.

Speaker speaker_1: Okay. And, um, so it'll, it'll show up in my email as, uh, VIC?

Speaker speaker_0: Um, no, it should say something along the lines of, um, uh, American Public Life.

Speaker speaker_1: Okay. All right. Um, and they'll take, they'll take it at the pharmacy for, um, medications and stuff, right?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. All righty. I sure do appreciate it. Thank you.

Speaker speaker_0: Oh, thank you for calling. You have a great day.

Speaker speaker_1: You too.

Speaker speaker_0: Okay. Bye.