

## **Transcript: Pearl**

**Rojas-4908508226469888-6327000850972672**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hello. Thank you for calling Benefit in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Uh, Francisco Dominguez. Okay, this is Francisco Dominguez. Hi. I just wanted to ask, um, I wanted to see if you could see when my insurance, uh, starts or... Okay. What is the name of the staffing agency you work for? Uh, Computer Center. Where did you apply? Uh, what's it called? Uh, Partners Personal. And the last four digits of your Social? 1788. All righty. And if you can verify your address and date of birth for me. 1545 McCool Avenue in Streamwood. And the state? Illinois. All righty. And your date of birth. Uh, March 11th, 1997. Okay. And I have your phone number as 630-998-4403? Yeah. And then your email address is fdominguez4114@yahoo.com? Yeah. Okay, so taking a look here, it looks like your coverage will be active next Monday. So once it does become active, later that week you'll receive your... One moment. So you'll receive your dental and vision card in the mail, and your preventative health one as well. You'll receive all three cards in the mail by the end of next week. Oh, okay. So I- Well, um- ... I have to wait? So you'll become active on Monday. You can use your coverage. Um, you would just give them our number or, um, the insurance provider's number and they can call and verify coverage. But you should receive your cards because next week is a holiday. It could be the following week, but, um, within next week in the week after, you'll receive your cards in the mail. Oh, okay. So if I did want to go, let's say, get an eye exam, uh, how would they be able to check my insurance? So you can just give them our number and we can confirm coverage for you. Oh, okay. Okay. Okay. Thank you. No problem. Thank you for calling. You 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: Hello. Thank you for calling Benefit in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker\_2: Uh, Francisco Dominguez.

Speaker speaker\_1: Okay, this is Francisco Dominguez.

Speaker speaker\_2: Hi. I just wanted to ask, um, I wanted to see if you could see when my insurance, uh, starts or...

Speaker speaker\_1: Okay. What is the name of the staffing agency you work for?

Speaker speaker\_2: Uh, Computer Center.

Speaker speaker\_1: Where did you apply?

Speaker speaker\_2: Uh, what's it called? Uh, Partners Personal.

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

Speaker speaker\_2: 1788.

Speaker speaker\_1: All righty. And if you can verify your address and date of birth for me.

Speaker speaker\_2: 1545 McCool Avenue in Streamwood.

Speaker speaker\_1: And the state?

Speaker speaker\_2: Illinois.

Speaker speaker\_1: All righty. And your date of birth.

Speaker speaker\_2: Uh, March 11th, 1997.

Speaker speaker\_1: Okay. And I have your phone number as 630-998-4403?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: And then your email address is fdominguez4114@yahoo.com?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay, so taking a look here, it looks like your coverage will be active next Monday. So once it does become active, later that week you'll receive your... One moment. So you'll receive your dental and vision card in the mail, and your preventative health one as well. You'll receive all three cards in the mail by the end of next week.

Speaker speaker\_2: Oh, okay. So I-

Speaker speaker\_1: Well, um-

Speaker speaker\_2: ... I have to wait?

Speaker speaker\_1: So you'll become active on Monday. You can use your coverage. Um, you would just give them our number or, um, the insurance provider's number and they can call and verify coverage. But you should receive your cards because next week is a holiday. It could be the following week, but, um, within next week in the week after, you'll receive your cards in the mail.

Speaker speaker\_2: Oh, okay. So if I did want to go, let's say, get an eye exam, uh, how would they be able to check my insurance?

Speaker speaker\_1: So you can just give them our number and we can confirm coverage for you.

Speaker speaker\_2: Oh, okay. Okay. Okay. Thank you.

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

Speaker speaker\_2: You too. Bye.