

Transcript: Pearl

Rojas-4912667005468672-5891300805230592

Full Transcript

Hi, good- Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Hi. Who do I have the pleasure to speak with? Uh, Trevor Hickson. How can I assist you? Um, I needed to get a, uh, digital card. I needed to g- um, go to the doctor today. Um, got some swelling in my face from, uh, I guess sinuses or something. I'm here at work and, uh, my eye's shutting as, as the day is going on and, and I won't be able to work so I needed to get some type of medical treatment to get the swelling to go down with some antibiotics or something. Probably just allergies. It's- Okay. That's what I'm nothing but I- What's the name of the staff agency you work for? Pardon? The name of the staff agency you work for? Um, MAU. And the last four digits of your Social? The... Oh, you need my whole Social or just the last four? The last four. 5028. Okay. And if you can verify your address and date of birth for me. Uh, address is, uh, 8104 Webb Road, Apartment 804, Riverdale, 30274 and my date of birth is 10/23/1968. Okay, do you have your phone number as 678-292-3941? Yes, ma'am. And have you emailed your address as trevorhickson@ymail.com? Yes, ma- Okay, so your coverage is active. I can go ahead and send you virtual copies of your cards to your email. They're gonna come from info@benefitsinacard.com. They should go to your inbox. If you don't see them in your inbox, check your spam or junk folder. Oh, okay. So I should be quite... Okay, it'll be just a couple moments- Okay. ... just so I can get them sent to you because I do have to download them. Okay. And I just need to download them or I can just show as like a, a scan or something that I can show them at the hospital? Yep. You'll be able to like take a screenshot of the, of the card or save it, um, and then that, it works just like your physical. Okay. Great, great, great. Do you have any other questions? No, ma'am. Thank you. I appreciate this. No problem. Thank you so much for calling. You have a great day. You too.

Conversation Format

Speaker speaker_0: Hi, good- Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl.

Speaker speaker_1: Hi.

Speaker speaker_0: Who do I have the pleasure to speak with?

Speaker speaker_1: Uh, Trevor Hickson.

Speaker speaker_0: How can I assist you?

Speaker speaker_1: Um, I needed to get a, uh, digital card. I needed to g- um, go to the doctor today. Um, got some swelling in my face from, uh, I guess sinuses or something. I'm here at work and, uh, my eye's shutting as, as the day is going on and, and I won't be able to work so I needed to get some type of medical treatment to get the swelling to go down with some antibiotics or something. Probably just allergies. It's-

Speaker speaker_0: Okay.

Speaker speaker_1: That's what I'm nothing but I-

Speaker speaker_0: What's the name of the staff agency you work for?

Speaker speaker_1: Pardon?

Speaker speaker_0: The name of the staff agency you work for?

Speaker speaker_1: Um, MAU.

Speaker speaker_0: And the last four digits of your Social?

Speaker speaker_1: The... Oh, you need my whole Social or just the last four?

Speaker speaker_0: The last four.

Speaker speaker_1: 5028.

Speaker speaker_0: Okay. And if you can verify your address and date of birth for me.

Speaker speaker_1: Uh, address is, uh, 8104 Webb Road, Apartment 804, Riverdale, 30274 and my date of birth is 10/23/1968.

Speaker speaker_0: Okay, do you have your phone number as 678-292-3941?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And have you emailed your address as trevorhickson@ymail.com?

Speaker speaker_1: Yes, ma-

Speaker speaker_0: Okay, so your coverage is active. I can go ahead and send you virtual copies of your cards to your email. They're gonna come from info@benefitsinacard.com. They should go to your inbox. If you don't see them in your inbox, check your spam or junk folder.

Speaker speaker_1: Oh, okay. So I should be quite...

Speaker speaker_0: Okay, it'll be just a couple moments-

Speaker speaker_1: Okay.

Speaker speaker_0: ... just so I can get them sent to you because I do have to download them.

Speaker speaker_1: Okay. And I just need to download them or I can just show as like a, a scan or something that I can show them at the hospital?

Speaker speaker_0: Yep. You'll be able to like take a screenshot of the, of the card or save it, um, and then that, it works just like your physical.

Speaker speaker_1: Okay. Great, great, great.

Speaker speaker_0: Do you have any other questions?

Speaker speaker_1: No, ma'am. Thank you. I appreciate this.

Speaker speaker_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_1: You too.