

Transcript: Pearl

Rojas-5032615165509632-6283177034989568

Full Transcript

Your call may be- 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 did I have the pleasure of speaking with? Luano D'Asensos. And how can I assist you? Well, I'm calling because we have... we received our, uh, visual, vision and dental cards but we haven't received our actual insurance card. So we're trying to figure out what's going on. So your medical card went into your email. Hmm. Really? Then that's not good. Yes. Medical cards don't get sent out physically unless you request them once you're active, so, um, if you're in a medical plan, it'll go to your email. Uh, what's it under? What would it be under? Um, they come straight from the, from the insurance company so it may be American Public Life, um- No, that's not it. I saw a Capital One ... that's annoying. My son used to scrape and bruise it and bruise me. My brother also. You said American what? Public Life. American Public Life. Give me one second though, we don't see anything in our email. Nobody. Okay. What's the name of the staffing agency you work for? Uh, the name of staff... What's el nombre de compa ia que tu trabajas? Um... Give me one second. Um. I think we- Is there any way can, I can speak with her in order to verify the information I do need to speak with her? Ah, necesito decirle Hospitality Staffing. Oh, Hospitality Staffing, that's what you work for. She's standing right here. She doesn't speak English or Spanish. I speak Spanish. She just needs some translating. Oh, okay. Um, you said Hospitality Staffing Solutions? Yes. Okay. And the last four digits of her Social? Uh, last four is going to be 6710. Okay. And what's her name? Luano D'Asensos. And address and date of birth. 77 Franklin Street, uh, April 22nd, 1992. Okay. And what's, um, the city and state? Norwich, Connecticut, 06360. Okay. And I have the phone number as 860-931-1636? Yes. And I have the phone, uh, the email as lthomas286@gmail.com? Yes. No ir a llegar a tarjeta f sica, no? Mm-mm. No es autom tico. Actually, what I can do is get another copy sent to her email. Um, just give me one second to make sure that it is available. Also, she did advise she would like a physical copy as well if possible. Okay. All righty. So the virtual copy is ready. Um, so I'll go ahead and get that sent to her email for now, and then I'll go ahead and request the physical be sent. The physical will take seven to ten business days to arrive. That's fine. Okay. Ey, tu ver s ta en el junk. En qu ? Por si acaso se fue all . No, emails. Ah, est  en spam. Rasgando spam. No, no tiene nada ah .  Por qu  t  usas el aplicacion de email y no esta? No s . Es que costumbre. Es m s f cil. Okay, es que costumbre. Deja ver aqu . Okay. I went ahead and sent the ID, the medical ID card to her email for now. That's going to come from info@benefitsinacard.com. It should go to her inbox. If she doesn't see it in the inbox, try the spam or junk folder. Okay. You said info.benefits.com? Yes. Info@benefitsinacard.com. Info@benefitsinacard.com. No, eso est  en... Eso no est . ... los spam. No est  nada ah . Y c mo que no est . Que solo ah  est n mis checks. Ac  lo encontr . Ah  est . Seco. Te llamaron. And is there an apartment

number to that address? Apartment two. All righty. I'll go ahead and, um, get that request sent. Do you guys have any other questions? Nope. Eso es todo. Ella te va mandar un físico también. Ah, bueno. Pero eso llega siete días. Okay. Okay? Thank you. Thank you so much for calling. You guys have a great day. You too. Bye. Que te vuelen.

Conversation Format

Speaker speaker_0: Your call may be-

Speaker speaker_1: Your call may be monitored- ... or recorded for quality assurance purposes.

Speaker speaker_2: Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who did I have the pleasure of speaking with?

Speaker speaker_1: Luano D'Asensos.

Speaker speaker_2: And how can I assist you?

Speaker speaker_1: Well, I'm calling because we have... we received our, uh, visual, vision and dental cards but we haven't received our actual insurance card. So we're trying to figure out what's going on.

Speaker speaker_2: So your medical card went into your email.

Speaker speaker_3: Hmm.

Speaker speaker_1: Really? Then that's not good.

Speaker speaker_2: Yes. Medical cards don't get sent out physically unless you request them once you're active, so, um, if you're in a medical plan, it'll go to your email.

Speaker speaker_1: Uh, what's it under? What would it be under?

Speaker speaker_2: Um, they come straight from the, from the insurance company so it may be American Public Life, um-

Speaker speaker_1: No, that's not it. I saw a Capital One

Speaker speaker_4: ... that's annoying.

Speaker speaker_3: My son used to scrape and bruise it and bruise me. My brother also.

Speaker speaker_1: You said American what?

Speaker speaker_2: Public Life.

Speaker speaker_1: American Public Life. Give me one second though, we don't see anything in our email.

Speaker speaker_3: Nobody.

Speaker speaker_2: Okay. What's the name of the staffing agency you work for?

Speaker speaker_1: Uh, the name of staff... What's el nombre de compañía que tu trabajas?

Speaker speaker_3: Um...

Speaker speaker_1: Give me one second.

Speaker speaker_2: Um.

Speaker speaker_1: I think we-

Speaker speaker_2: Is there any way can, I can speak with her in order to verify the information I do need to speak with her?

Speaker speaker_3: Ah, necesito decirle Hospitality Staffing.

Speaker speaker_1: Oh, Hospitality Staffing, that's what you work for. She's standing right here. She doesn't speak English or Spanish.

Speaker speaker_2: I speak Spanish.

Speaker speaker_1: She just needs some translating.

Speaker speaker_2: Oh, okay. Um, you said Hospitality Staffing Solutions?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. And the last four digits of her Social?

Speaker speaker_1: Uh, last four is going to be 6710.

Speaker speaker_2: Okay. And what's her name?

Speaker speaker_1: Luano D'Asensos.

Speaker speaker_2: And address and date of birth.

Speaker speaker_1: 77 Franklin Street, uh, April 22nd, 1992.

Speaker speaker_2: Okay. And what's, um, the city and state?

Speaker speaker_1: Norwich, Connecticut, 06360.

Speaker speaker_2: Okay. And I have the phone number as 860-931-1636?

Speaker speaker_1: Yes.

Speaker speaker_2: And I have the phone, uh, the email as lthomas286@gmail.com?

Speaker speaker_3: Yes. No irá llegar a tarjeta física, no?

Speaker speaker_1: Mm-mm. No es automático.

Speaker speaker_2: Actually, what I can do is get another copy sent to her email. Um, just give me one second to make sure that it is available.

Speaker speaker_1: Also, she did advise she would like a physical copy as well if possible.

Speaker speaker_2: Okay. All righty. So the virtual copy is ready. Um, so I'll go ahead and get that sent to her email for now, and then I'll go ahead and request the physical be sent. The physical will take seven to ten business days to arrive.

Speaker speaker_1: That's fine.

Speaker speaker_2: Okay.

Speaker speaker_1: Ey, tu verás ta en el junk.

Speaker speaker_3: En qué?

Speaker speaker_1: Por si acaso se fue allá. No, emails.

Speaker speaker_3: Ah, está en spam. Rasgando spam. No, no tiene nada ahí.

Speaker speaker_1: ¿Por qué tú usas el aplicacion de email y no esta?

Speaker speaker_3: No sé. Es que costumbre.

Speaker speaker_1: Es más fácil.

Speaker speaker_3: Okay, es que costumbre. Deja ver aquí.

Speaker speaker_2: Okay. I went ahead and sent the ID, the medical ID card to her email for now. That's going to come from info@benefitsinacard.com. It should go to her inbox. If she doesn't see it in the inbox, try the spam or junk folder.

Speaker speaker_1: Okay. You said info.benefits.com?

Speaker speaker_2: Yes. Info@benefitsinacard.com.

Speaker speaker_1: Info@benefitsinacard.com. No, eso está en...

Speaker speaker_3: Eso no está.

Speaker speaker_1: ... los spam.

Speaker speaker_3: No está nada ahí.

Speaker speaker_1: Y cómo que no está.

Speaker speaker_3: Que solo ahí están mis checks.

Speaker speaker_1: Acá lo encontró. Ahí está.

Speaker speaker_3: Seco.

Speaker speaker_1: Te llamaron.

Speaker speaker_2: And is there an apartment number to that address?

Speaker speaker_1: Apartment two.

Speaker speaker_2: All righty. I'll go ahead and, um, get that request sent. Do you guys have any other questions?

Speaker speaker_1: Nope. Eso es todo. Ella te va mandar un físico también.

Speaker speaker_3: Ah, bueno.

Speaker speaker_1: Pero eso llega siete días.

Speaker speaker_3: Okay.

Speaker speaker_1: Okay?

Speaker speaker_3: Thank you.

Speaker speaker_2: Thank you so much for calling. You guys have a great day.

Speaker speaker_1: You too. Bye.

Speaker speaker_3: Que te vuelen.