

## Transcript: Pearl

**Rojas-5050672364699648-6554146705293312**

### Full Transcript

You are. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who does, who does the brother speak with? Uh, my name is Dana Petrucio, but I'm actually helping my brother with his, um, insurance information. Okay. Um, so he's, uh, actually doing, um, application with Wagner right now, and we're at the coverage information. Um, before he was wanting to, like, actually select an option. He was trying to figure out if there's a way to know what is actually covered. Okay. Um, s- what I can do is I can send you guys a copy of the benefit guide, and it'll show you the plans that are offered and everything that they cover and how much they cover for each service. Okay. Okay, yeah. Um... Okay, just one moment. Jeffery.Johnson- I'm getting him on the phone. Give me one second. Okay. Jeffery.Johnson1995- @1995@... @... okay. But it's E-R... I know. And that was Jeff.Johnson? Yeah, Jeffrey, J-E-F-F-B-E-R-Y. Mm-hmm. John,.Johnson, J-O-H-N-S-O-N 1995outlook.com. Okay, and this email is gonna come from info@benefitsinacard.com. It should go to, um, his inbox. If it doesn't go to his inbox, check the spam or junk folder. Which staffing agency does he work for? Um, he's in the process of applying with Wagner. I'm sorry, you did say that Wagner? Yeah. Okay. All righty. We went ahead and got that sent. You don't see it? Yet. It's hard to even see it. You said it would be from info... @benefitsinacard.com. Okay. And you got it to Jeffrey.Johnson1995? Yes, ma'am. @outlook.com, correct? That's correct. Yep, and I haven't got anything saying that it's not- I got it. All right. He just got it. All righty. Is there anything I can assist you with? Um, I think that's it. I think we're just trying to know what is actually covered before he agrees to paying that, and also do you know if it's a weekly payment or a biweekly or... Yes, there is a weekly- ... what the frequency is? Hello? Yes, there are weekly deductions. Okay. All right. Thank you. No problem. Thank you so much for calling. You have a great day. You too. Bye.

### Conversation Format

Speaker speaker\_0: You are.

Speaker speaker\_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who does, who does the brother speak with?

Speaker speaker\_0: Uh, my name is Dana Petrucio, but I'm actually helping my brother with his, um, insurance information.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, so he's, uh, actually doing, um, application with Wagner right now, and we're at the coverage information. Um, before he was wanting to, like, actually select an option. He was trying to figure out if there's a way to know what is actually covered.

Speaker speaker\_1: Okay. Um, s- what I can do is I can send you guys a copy of the benefit guide, and it'll show you the plans that are offered and everything that they cover and how much they cover for each service.

Speaker speaker\_0: Okay. Okay, yeah. Um...

Speaker speaker\_1: Okay, just one moment.

Speaker speaker\_2: Jeffery.Johnson-

Speaker speaker\_1: I'm getting him on the phone.

Speaker speaker\_0: Give me one second.

Speaker speaker\_2: Okay.

Speaker speaker\_0: Jeffrey.Johnson1995-

Speaker speaker\_2: @1995@...

Speaker speaker\_0: @... okay.

Speaker speaker\_2: But it's E-R...

Speaker speaker\_0: I know.

Speaker speaker\_1: And that was Jeff.Johnson?

Speaker speaker\_0: Yeah, Jeffrey, J-E-F-F-B-E-R-Y.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: John,.Johnson, J-O-H-N-S-O-N 1995outlook.com.

Speaker speaker\_1: Okay, and this email is gonna come from info@benefitsinacard.com. It should go to, um, his inbox. If it doesn't go to his inbox, check the spam or junk folder. Which staffing agency does he work for?

Speaker speaker\_0: Um, he's in the process of applying with Wagner.

Speaker speaker\_1: I'm sorry, you did say that Wagner?

Speaker speaker\_0: Yeah.

Speaker speaker\_1: Okay. All righty. We went ahead and got that sent.

Speaker speaker\_0: You don't see it?

Speaker speaker\_2: Yet. It's hard to even see it.

Speaker speaker\_0: You said it would be from info...

Speaker speaker\_1: @benefitsinacard.com.

Speaker speaker\_0: Okay. And you got it to Jeffrey.Johnson1995?

Speaker speaker\_1: Yes, ma'am. @outlook.com, correct?

Speaker speaker\_0: That's correct.

Speaker speaker\_1: Yep, and I haven't got anything saying that it's not-

Speaker speaker\_0: I got it.

Speaker speaker\_1: All right.

Speaker speaker\_0: He just got it.

Speaker speaker\_1: All righty. Is there anything I can assist you with?

Speaker speaker\_0: Um, I think that's it. I think we're just trying to know what is actually covered before he agrees to paying that, and also do you know if it's a weekly payment or a biweekly or...

Speaker speaker\_1: Yes, there is a weekly-

Speaker speaker\_0: ... what the frequency is? Hello?

Speaker speaker\_1: Yes, there are weekly deductions.

Speaker speaker\_0: Okay. All right. Thank you.

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

Speaker speaker\_0: You too. Bye.