

## Transcript: Pearl

**Rojas-5155839421497344-5132860809592832**

### Full Transcript

Good morning. Thank you for calling Benefits in a Card. My name is Pearl Rudaba. Who's this speaking with? Hi. This is Aria Acherna. And how can I assist you? Hi. Uh, my spouse's name is still spelled incorrectly on the portal. Okay. What is the name of the staffing agency you work for? Uh, Doherty Staffing. And the last four digits of your social? 3643. Okay. And if you can confirm your address and date of birth. Um, it's going to be 110 4th Street South East in Spencer, um, apartment 215. Excuse me. Uh, zip code's 51301. Okay. And date of birth is, uh, 1/29/2003. Sorry about that. No, you're fine. And I have your phone number as 386-237-2858? Correct. Okay. Um, let's see. Again, what's the spelling of the name? It's, um, I-S-A-B-E-L-L-A. Okay. That's what I have on your account. B-E-L-L-A. That's what I have on your account. Let me take a look at the card. Excuse me one moment. Okay. Hm, or, well, her name won't... hmm, her name won't be on the card. It's going to have your name, and then, it should say employee plus spouse. Yeah. Um- Are they spelling it correctly? Like, when I went... Like, she had a prescription, um, filled out, like, a couple of days ago, and it was still spelled with that singular L. So, I just want to make sure, like, there's not any issues, 'cause we have a doctor's appointment this morning. I want to make sure there's not an issue with trying to, like, get her covered on it, if this shows the incorrect spelling. Okay. Let me take a look. Um... Shut up. Okay. One moment. Let me see if I can... Yeah. You're all good. 37. Okay. Mm-hmm. And you said you have a doctor's appointment today? Yes. She has one today. Okay. Um, I'm going to reach out to my main office and just have them make sure that the name has been updated. Okay. And if anything, you could give them our, our phone number, and we'll be able to verify, um, coverage ... details here. Okay. Perfect. Thank you so much. No problem. Thank you so much for calling. Have a great day. You, too.

### Conversation Format

Speaker speaker\_0: Good morning. Thank you for calling Benefits in a Card. My name is Pearl Rudaba. Who's this speaking with?

Speaker speaker\_1: Hi. This is Aria Acherna.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: Hi. Uh, my spouse's name is still spelled incorrectly on the portal.

Speaker speaker\_0: Okay. What is the name of the staffing agency you work for?

Speaker speaker\_1: Uh, Doherty Staffing.

Speaker speaker\_0: And the last four digits of your social?

Speaker speaker\_1: 3643.

Speaker speaker\_0: Okay. And if you can confirm your address and date of birth.

Speaker speaker\_1: Um, it's going to be 110 4th Street South East in Spencer, um, apartment 215. Excuse me. Uh, zip code's 51301.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And date of birth is, uh, 1/29/2003. Sorry about that.

Speaker speaker\_0: No, you're fine. And I have your phone number as 386-237-2858?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. Um, let's see. Again, what's the spelling of the name?

Speaker speaker\_1: It's, um, I-S-A-B-E-L-L-A.

Speaker speaker\_0: Okay. That's what I have on your account.

Speaker speaker\_1: B-E-L-L-A.

Speaker speaker\_0: That's what I have on your account. Let me take a look at the card. Excuse me one moment.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Hm, or, well, her name won't... hmm, her name won't be on the card. It's going to have your name, and then, it should say employee plus spouse.

Speaker speaker\_1: Yeah. Um-

Speaker speaker\_0: Are they spelling it correctly?

Speaker speaker\_1: Like, when I went... Like, she had a prescription, um, filled out, like, a couple of days ago, and it was still spelled with that singular L. So, I just want to make sure, like, there's not any issues, 'cause we have a doctor's appointment this morning. I want to make sure there's not an issue with trying to, like, get her covered on it, if this shows the incorrect spelling.

Speaker speaker\_0: Okay. Let me take a look. Um... Shut up. Okay. One moment. Let me see if I can...

Speaker speaker\_1: Yeah. You're all good.

Speaker speaker\_0: 37. Okay. Mm-hmm. And you said you have a doctor's appointment today?

Speaker speaker\_1: Yes.

Speaker speaker\_0: She has one today. Okay. Um, I'm going to reach out to my main office and just have them make sure that the name has been updated.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And if anything, you could give them our, our phone number, and we'll be able to verify, um, coverage ... details here.

Speaker speaker\_1: Okay. Perfect. Thank you so much.

Speaker speaker\_0: No problem. Thank you so much for calling. Have a great day.

Speaker speaker\_1: You, too.