

## Transcript: Pearl

**Rojas-5187866128990208-5977349300600832**

### Full Transcript

Hi good morning thank you for calling Benefits in a Card, my name is Pearl ... . Hello? Hello, can you hear me? You sound really far away. Um, ... How can I assist you? Um, I was trying to see, um, what dental insurance do I have? Because I signed up with the Care Staffing company but, um, I didn't receive my card in the mail and I'm trying to, like, get the information because I'm at the dentist right now. Okay, and what is the last four digits of your Social? 8529. Okay, just one moment. Okay. And what is your address and date of birth? Um, 500 Rolling Hills Place, Lancaster, Texas. Um, and date of birth April 30th, 1997. Can I have your phone number as 469-256-8029? Yeah, it's 469-265-8029. Can I have your email address as your first name d@gmail.com? Mm-hmm. Okay, so you are active, you, um, you are active. And you are enrolled with that Delta Plan insurance carrier's name is American Public Life and... Mm-hmm. I can send you a copy of your benefit card to your email if you'd like. Yes, you may. Okay, that email's going to come from info@benefitsinacard.com It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder. And it'll be just a couple moments while I download that card and get it sent to you, okay? Okay. Do you have any questions? No, ma'am. Thank you so much for calling. You have a great day. Wait, ma'am? Huh? I haven't received it. Yep, like I said, it was going to take me just a couple moments to download that and get it sent to you. Oh, okay. And what's the name of it again? It's going to say info@benefitsinacard.com And the name of the carrier is American Public Life. Okay. Are you still, uh, trying to send it? Yes, ma'am bear with me one moment. Okay. Okay, I did go ahead and got that sent to you. Hmm. I don't know why I haven't received it. Oh, there we go. Okay, thank you. No problem, thank you so much for calling you have a great day. Oh yeah. Yes, you're welcome.

### Conversation Format

Speaker speaker\_0: Hi good morning thank you for calling Benefits in a Card, my name is Pearl ... .

Speaker speaker\_1: Hello?

Speaker speaker\_2: Hello, can you hear me?

Speaker speaker\_0: You sound really far away.

Speaker speaker\_2: Um, ... How can I assist you? Um, I was trying to see, um, what dental insurance do I have? Because I signed up with the Care Staffing company but, um, I didn't receive my card in the mail and I'm trying to, like, get the information because I'm at the

dentist right now.

Speaker speaker\_0: Okay, and what is the last four digits of your Social?

Speaker speaker\_2: 8529.

Speaker speaker\_0: Okay, just one moment.

Speaker speaker\_2: Okay.

Speaker speaker\_0: And what is your address and date of birth?

Speaker speaker\_2: Um, 500 Rolling Hills Place, Lancaster, Texas. Um, and date of birth April 30th, 1997.

Speaker speaker\_0: Can I have your phone number as 469-256-8029?

Speaker speaker\_2: Yeah, it's 469-265-8029.

Speaker speaker\_0: Can I have your email address as your first name d@gmail.com?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_0: Okay, so you are active, you, um, you are active. And you are enrolled with that Delta Plan insurance carrier's name is American Public Life and...

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_0: I can send you a copy of your benefit card to your email if you'd like.

Speaker speaker\_2: Yes, you may.

Speaker speaker\_0: Okay, that email's going to come from info@benefitsinacard.com It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder. And it'll be just a couple moments while I download that card and get it sent to you, okay?

Speaker speaker\_2: Okay.

Speaker speaker\_0: Do you have any questions?

Speaker speaker\_2: No, ma'am.

Speaker speaker\_0: Thank you so much for calling. You have a great day.

Speaker speaker\_2: Wait, ma'am?

Speaker speaker\_0: Huh?

Speaker speaker\_2: I haven't received it.

Speaker speaker\_0: Yep, like I said, it was going to take me just a couple moments to download that and get it sent to you.

Speaker speaker\_2: Oh, okay. And what's the name of it again?

Speaker speaker\_0: It's going to say info@benefitsinacard.com And the name of the carrier is American Public Life.

Speaker speaker\_2: Okay. Are you still, uh, trying to send it?

Speaker speaker\_0: Yes, ma'am bear with me one moment.

Speaker speaker\_2: Okay.

Speaker speaker\_0: Okay, I did go ahead and got that sent to you.

Speaker speaker\_2: Hmm. I don't know why I haven't received it. Oh, there we go. Okay, thank you.

Speaker speaker\_0: No problem, thank you so much for calling you have a great day. Oh yeah.

Speaker speaker\_2: Yes, you're welcome.