

Transcript: Pearl

Rojas-5272318026498048-4528710239436800

Full Transcript

Hi, good afternoon. Thank you for calling. My name is Pearl. Thank you for calling Benefits in a Cart. Uh- My name is Pearl. How can I assist you? Okay, yes, I need to figure out my, um... It's, I'm trying to get a prescription. I need like a BIN number or something. Okay, um, what's the name of the staff agency you work for? Uh, Hilton Riker. And I'll ask for the SSN social. Uh, two, three, three, nine. Do you have your benefit card with you, still? No. What's your name? Starlin Reid. And your address and date of birth? Um, 75 Parks Train Plus Road and my birthday's four, five, nine, five. You have a different address on file. Did you move? Uh, yeah, 126 Spirit Lane. Yeah, I moved. Or is it- Okay. ... 785 Old Trail Glory Road? No, it's not Spirit Lane. What is that, uh, city and state? Paris, Tennessee. I'm sorry, what was that? Paris, Tennessee. Okay, and I have your phone number as, uh- 731-336-0670. Okay, that's not what I had but I will go ahead and update that. And I have your email address as your first name faith at gmail.com? Yes, that works. Okay. Wait, so you actually don't have active coverage right now. Oh, okay. Is there anything I can assist you with today? Uh, no. No, that's it. Thank you so much for calling. You have a great day. You, too.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling. My name is Pearl. Thank you for calling Benefits in a Cart.

Speaker speaker_1: Uh-

Speaker speaker_0: My name is Pearl. How can I assist you?

Speaker speaker_1: Okay, yes, I need to figure out my, um... It's, I'm trying to get a prescription. I need like a BIN number or something.

Speaker speaker_0: Okay, um, what's the name of the staff agency you work for?

Speaker speaker_1: Uh, Hilton Riker.

Speaker speaker_0: And I'll ask for the SSN social.

Speaker speaker_1: Uh, two, three, three, nine.

Speaker speaker_0: Do you have your benefit card with you, still?

Speaker speaker_1: No.

Speaker speaker_0: What's your name?

Speaker speaker_1: Starlin Reid.

Speaker speaker_0: And your address and date of birth?

Speaker speaker_1: Um, 75 Parks Train Plus Road and my birthday's four, five, nine, five.

Speaker speaker_0: You have a different address on file. Did you move?

Speaker speaker_1: Uh, yeah, 126 Spirit Lane. Yeah, I moved. Or is it-

Speaker speaker_0: Okay.

Speaker speaker_1: ... 785 Old Trail Glory Road?

Speaker speaker_0: No, it's not Spirit Lane. What is that, uh, city and state?

Speaker speaker_1: Paris, Tennessee.

Speaker speaker_0: I'm sorry, what was that?

Speaker speaker_1: Paris, Tennessee.

Speaker speaker_0: Okay, and I have your phone number as, uh-

Speaker speaker_1: 731-336-0670.

Speaker speaker_0: Okay, that's not what I had but I will go ahead and update that. And I have your email address as your first name faith at gmail.com?

Speaker speaker_1: Yes, that works.

Speaker speaker_0: Okay. Wait, so you actually don't have active coverage right now.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Is there anything I can assist you with today?

Speaker speaker_1: Uh, no. No, that's it.

Speaker speaker_0: Thank you so much for calling. You have a great day.

Speaker speaker_1: You, too.