

## **Transcript: Pearl**

**Rojas-5338784400982016-6524908674793472**

### **Full Transcript**

Your call is- Go ahead. ... monitored or recorded for quality assurance purposes. Hi, is this Lynn Barry? Yes. Hi, my name is Pearl. I'm calling from Benefits in a Card on behalf of your staff and agency, Creative Circle. Hi. Hi. ... the call is being recorded for quality and security purposes. I was just calling to let you know that we... I went ahead and got your... and so medical and vision cards sent to you via email, and they're going to come from info@benefitsinacard.com and should be in your inbox. Okay, so we were able to clear up the confusion about coverage or no coverage, so I can go to the dentist? We... You are showing with active coverage. The only thing was that yesterday when we spoke, your card wasn't populating. Um, but we did go ahead and get a copy of that card and I was able to send it to you. Okay. I will go check my email and I'll be sure and check the spam folder and if I still don't see it or have questions, I'll call you back, but I appreciate you reaching out. No problem. Thank you so much for attending my call. You have a great day. Okay, you too. Bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call is-

Speaker speaker\_1: Go ahead.

Speaker speaker\_0: ... monitored or recorded for quality assurance purposes.

Speaker speaker\_2: Hi, is this Lynn Barry?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Hi, my name is Pearl. I'm calling from Benefits in a Card on behalf of your staff and agency, Creative Circle.

Speaker speaker\_1: Hi.

Speaker speaker\_2: Hi. ... the call is being recorded for quality and security purposes. I was just calling to let you know that we... I went ahead and got your... and so medical and vision cards sent to you via email, and they're going to come from info@benefitsinacard.com and should be in your inbox.

Speaker speaker\_1: Okay, so we were able to clear up the confusion about coverage or no coverage, so I can go to the dentist?

Speaker speaker\_2: We... You are showing with active coverage. The only thing was that yesterday when we spoke, your card wasn't populating. Um, but we did go ahead and get a copy of that card and I was able to send it to you.

Speaker speaker\_1: Okay. I will go check my email and I'll be sure and check the spam folder and if I still don't see it or have questions, I'll call you back, but I appreciate you reaching out.

Speaker speaker\_2: No problem. Thank you so much for attending my call. You have a great day.

Speaker speaker\_1: Okay, you too. Bye.

Speaker speaker\_2: Bye.