

Transcript: Pearl

Rojas-5349493453570048-6696174761754624

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning, thank you for calling Benefits in a Card. My name is Pearl, who may I have the pleasure of speaking with? Yeah, my name is . I enrolled in your medical plan, so and so... The last week, my last week check, they inducted, they deducted me so I wanted to know my card. Act-, uh, activate. Okay. If they made a deduction from your check last, th- Yeah. You said they made the first deduction last week? Yep. So you should receive your cards by the end of this week. So yeah, I want to know my activate card, so... I'm sorry, what was that? So I want sending me my card, ac-, active card. By the end of the week? No, by second week? You said by the end of the week? I'm sorry, what was that last part? Yeah. Okay. Okay, can you check it now? You want me to check? Hmm. What's the name of the staffing agency you work for? Uh, Dodi. And the last four digits of your social? 4343. Okay. Can you confirm your address and date of birth? So, when, uh, my, my address is 8850 Bull Ridge Road, Apartment 102, Bloomington, Minnesota 55437. My birth, my birthday is 5/5/2001. Okay, and I have your phone number as 619-703-8139? Yep. And I have your email address as your first name, your last name, 83 at gmail.com? Yeah. All right, so yes. You just became active this morning, or today, I'm sorry. You just became active today, so you should receive your vision card to your house by the end of the week, and your medical will go to your email. Okay. At what time, now? Excuse me? At what time? Now, or, uh, uh, at the end of the week, by the end of the week? Yes. By the end of the week? By the end of the week. Mm-hmm. Okay. Can you sending me, I want to email. I'm sorry, you want what in your email? Can you send me an email, my card, my? They're not generated yet. You just became active this morning. Okay, okay, okay. If you'd like it, you can give us a call Wednesday and see if the, the virtual copies are ready? But at the moment, you just became active. Okay, thank you. No problem. Thank you so much for calling. You have a great day. All right, bye-bye. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good morning, thank you for calling Benefits in a Card. My name is Pearl, who may I have the pleasure of speaking with?

Speaker speaker_2: Yeah, my name is . I enrolled in your medical plan, so and so... The last week, my last week check, they inducted, they deducted me so I wanted to know my card. Act-, uh, activate.

Speaker speaker_1: Okay. If they made a deduction from your check last, th-

Speaker speaker_2: Yeah.

Speaker speaker_1: You said they made the first deduction last week?

Speaker speaker_2: Yep.

Speaker speaker_1: So you should receive your cards by the end of this week.

Speaker speaker_2: So yeah, I want to know my activate card, so...

Speaker speaker_1: I'm sorry, what was that?

Speaker speaker_2: So I want sending me my card, ac-, active card.

Speaker speaker_1: By the end of the week?

Speaker speaker_2: No, by second week? You said by the end of the week?

Speaker speaker_1: I'm sorry, what was that last part? Yeah.

Speaker speaker_2: Okay. Okay, can you check it now?

Speaker speaker_1: You want me to check?

Speaker speaker_2: Hmm.

Speaker speaker_1: What's the name of the staffing agency you work for?

Speaker speaker_2: Uh, Dodi.

Speaker speaker_1: And the last four digits of your social?

Speaker speaker_2: 4343.

Speaker speaker_1: Okay. Can you confirm your address and date of birth?

Speaker speaker_2: So, when, uh, my, my address is 8850 Bull Ridge Road, Apartment 102, Bloomington, Minnesota 55437. My birth, my birthday is 5/5/2001.

Speaker speaker_1: Okay, and I have your phone number as 619-703-8139?

Speaker speaker_2: Yep.

Speaker speaker_1: And I have your email address as your first name, your last name, 83 at gmail.com?

Speaker speaker_2: Yeah.

Speaker speaker_1: All right, so yes. You just became active this morning, or today, I'm sorry. You just became active today, so you should receive your vision card to your house by the end of the week, and your medical will go to your email.

Speaker speaker_2: Okay. At what time, now?

Speaker speaker_1: Excuse me?

Speaker speaker_2: At what time? Now, or, uh, uh, at the end of the week, by the end of the week?

Speaker speaker_1: Yes.

Speaker speaker_2: By the end of the week?

Speaker speaker_1: By the end of the week.

Speaker speaker_2: Mm-hmm. Okay. Can you sending me, I want to email.

Speaker speaker_1: I'm sorry, you want what in your email?

Speaker speaker_2: Can you send me an email, my card, my?

Speaker speaker_1: They're not generated yet. You just became active this morning.

Speaker speaker_2: Okay, okay, okay.

Speaker speaker_1: If you'd like it, you can give us a call Wednesday and see if the, the virtual copies are ready? But at the moment, you just became active.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_2: All right, bye-bye.

Speaker speaker_3: Thank you.