

Transcript: Pearl

Rojas-5368244579549184-5092823124361216

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl ... who does, would like speaking with? Edris Deonville. And how can I assist you? Yes. Um, I am, um... I work for MAU and I, I have, uh, applied for insurance but I haven't received a card or anything. Um, so... And, and I need to go to the doctor so I wanted to know, um, what, what I need to do. Okay then, I'm sorry, what is the name of the staffing agency you work for? M- M-A-U... MAU. And the last four digits of your social? 2788. Okay. Repeat your name for me. Edris Deonville. Okay. And if you can just confirm your address and date of birth. Uh, 7927 Saint Ives Road, Apartment 908, North Charleston, South Carolina 29406. And date of birth is 3/16/78. Okay. And I... And you said it's North Charleston. What state? South Carolina. Okay. And you have a... Um, and I have your phone number as 239-355-3675? Yes. And I have your email address as your last name, your first name 38 at gmail.com? Right. Okay. And you haven't received any of your cards? No, I don't... I got nothing. Okay. We ha-... It looks like the, the address on file was missing your apartment number and had the wrong state. I did go ahead and update the information. Oh. Um, if you'd like, I can send you virtual copies to your, to your email and then request your physical be sent to your residence. Um... Yes, please. ... the physical will arrive in about 7 to 10 business days but the p- the virtual copies work just like the physicals. Okay, perfect. Yes. Thank you. No problem. And I wanted you to check one more thing for me. Okay. Um, I have my stepson and my wife, I wanted to know if, um, um, they're covered as well. Let me go ahead and check here. So I do have employees with family coverage. Yes, I do have both of them on file so they both have coverage. You'll receive one card for the whole family. It's going to say employee plus family on it. Okay. Thank you. No problem. Do you have any other questions? That's all. Thank you so much. Thank you very much. No problem. Thank you so much for calling. It'll be just a couple of moments, I'm going to get those downloaded and send them right over, okay? Thank you. If they don't, if you don't see them in the inbox, try the junk folder. Um, and it's going to come from info@benefitsinacard.com. Okay. Thank you. Thank you so much for calling. You have a great day. You too. 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 afternoon. Thank you for calling Benefits in a Card. My name is Pearl ... who does, would like speaking with?

Speaker speaker_2: Edris Deonville.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Yes. Um, I am, um... I work for MAU and I, I have, uh, applied for insurance but I haven't received a card or anything. Um, so... And, and I need to go to the doctor so I wanted to know, um, what, what I need to do.

Speaker speaker_1: Okay then, I'm sorry, what is the name of the staffing agency you work for?

Speaker speaker_2: M- M-A-U... MAU.

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

Speaker speaker_2: 2788.

Speaker speaker_1: Okay. Repeat your name for me.

Speaker speaker_2: Edris Deonville.

Speaker speaker_1: Okay. And if you can just confirm your address and date of birth.

Speaker speaker_2: Uh, 7927 Saint Ives Road, Apartment 908, North Charleston, South Carolina 29406. And date of birth is 3/16/78.

Speaker speaker_1: Okay. And I... And you said it's North Charleston. What state?

Speaker speaker_2: South Carolina.

Speaker speaker_1: Okay. And you have a... Um, and I have your phone number as 239-355-3675?

Speaker speaker_2: Yes.

Speaker speaker_1: And I have your email address as your last name, your first name 38 at gmail.com?

Speaker speaker_2: Right.

Speaker speaker_1: Okay. And you haven't received any of your cards?

Speaker speaker_2: No, I don't... I got nothing.

Speaker speaker_1: Okay. We ha-... It looks like the, the address on file was missing your apartment number and had the wrong state. I did go ahead and update the information.

Speaker speaker_2: Oh.

Speaker speaker_1: Um, if you'd like, I can send you virtual copies to your, to your email and then request your physical be sent to your residence. Um...

Speaker speaker_2: Yes, please.

Speaker speaker_1: ... the physical will arrive in about 7 to 10 business days but the p- the virtual copies work just like the physicals.

Speaker speaker_2: Okay, perfect. Yes. Thank you.

Speaker speaker_1: No problem.

Speaker speaker_2: And I wanted you to check one more thing for me.

Speaker speaker_1: Okay.

Speaker speaker_2: Um, I have my stepson and my wife, I wanted to know if, um, um, they're covered as well.

Speaker speaker_1: Let me go ahead and check here. So I do have employees with family coverage. Yes, I do have both of them on file so they both have coverage. You'll receive one card for the whole family. It's going to say employee plus family on it.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: No problem. Do you have any other questions?

Speaker speaker_2: That's all. Thank you so much. Thank you very much.

Speaker speaker_1: No problem. Thank you so much for calling. It'll be just a couple of moments, I'm going to get those downloaded and send them right over, okay?

Speaker speaker_2: Thank you.

Speaker speaker_1: If they don't, if you don't see them in the inbox, try the junk folder. Um, and it's going to come from info@benefitsinacard.com.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: Thank you so much for calling. You have a great day.

Speaker speaker_2: You too. Bye-bye. Thank you.