

## Transcript: Pearl

**Rojas-5370476752224256-6598678417981440**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who else am I speaking with? Mr. Eric Cordero Hernandez. And how can I assist you? Well, I was, well, I, uh, did the benefit insur- insurance at, uh, Adaptive HR and I had- Okay, so... Go ahead. Can you hear me? Yes. I did my, the benefit, benefits, insurance from Adaptive HR in... In- Hello? Can you hear me? Yes, and how can I assist you? I have Adapt... The, the, does it like, does the card come in the mail or do I gotta go get it in person? Okay. Um, your medical card would have went to your email and anything like dental, vision, preventative health, those would have went to your house. Oh, okay. So how does it work? Um, what are the last four digits of your social? 8038. And your address and date of birth? May 17th, 1996. And your address? 16 Cypress Lake Circle Park. Um, I have a different address on file. Did you recently move or get a different address through the staffing agency? What, what, which address does that have on file? I'm not able to tell you. I just can tell you that it's a different one. Oh yeah, I think like it's the same one, like I think it's 16, 1-6, Cypress Lake Drive. I think so, yes. No, it's a different one. Oh, Road. 16 Cypress Lake Road. No, it's, it's a different one. What do you mean it's a different one? It's a different address completely. Like how can it be a different address completely? Like when I, when I filled out the, the form and put 16 Cypress Lake Drive, Cypress Lake. Is here in Statesboro, Georgia, 30458. But I- Or you can provide me with your full social and I can change the address, but that's not the one that's on file. Okay. I can give you the whole... It's 259-95-8038. Hmm. Okay, and you said the address is 16 Cypress Lake Circle? No. Do I, like, is like... Do I gotta change it? Can I change it? Yes. What's your current address? Okay. It's 25 Somerset Townhouse in Statesboro, Georgia, 30458. Okay. And I have your phone number as 912-718-6429. Yes, ma'am? And I have your email address as ecordero267@gmail.com? Si, correcto. Okay, and let's see here. There it is. You did become active last week on the 4th, last Monday. And you are enrolled in VIP+, which is your medical. So with your medical, you're not required to see a doctor in any kind of network. You just have to make sure that they accept your insurance. That card would have went to your email. If you'd like, I can get, send another copy to you. That way you can have it, um, uh, you can find it. Hold on a sec. Is it, is it Adaptive HR insurance or- The insurer is American Public Life. American Private Life? Yes. Let me check for this. Uh, hey, uh, new, uh... Help me. What? I haven't got anything from... You mean American Private Life? Okay. I can go ahead and send you another copy. That's not... No, that's not a problem. Um, do you have any other questions? You can send me a... No, ma'am. You can go ahead and send me another copy because I haven't got any email about it yet. All right. Yeah. I'll go ahead and get another copy sent. It's going to come from info@benefitsinacard.com. It should go to your inbox. You won't see it in your inbox, try your spam or junk folder. Hold on a second. Let me see. Do you have

any questions? No, ma'am. That'd be all. All right. Thank you so much for calling. You have a great day. You too.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who else am I speaking with?

Speaker speaker\_2: Mr. Eric Cordero Hernandez.

Speaker speaker\_1: And how can I assist you?

Speaker speaker\_2: Well, I was, well, I, uh, did the benefit insur- insurance at, uh, Adaptive HR and I had-

Speaker speaker\_1: Okay, so... Go ahead.

Speaker speaker\_2: Can you hear me?

Speaker speaker\_1: Yes.

Speaker speaker\_2: I did my, the benefit, benefits, insurance from Adaptive HR in... In-

Speaker speaker\_1: Hello?

Speaker speaker\_2: Can you hear me?

Speaker speaker\_1: Yes, and how can I assist you?

Speaker speaker\_2: I have Adapt... The, the, does it like, does the card come in the mail or do I gotta go get it in person?

Speaker speaker\_1: Okay. Um, your medical card would have went to your email and anything like dental, vision, preventative health, those would have went to your house.

Speaker speaker\_2: Oh, okay. So how does it work?

Speaker speaker\_1: Um, what are the last four digits of your social?

Speaker speaker\_2: 8038.

Speaker speaker\_1: And your address and date of birth?

Speaker speaker\_2: May 17th, 1996.

Speaker speaker\_1: And your address?

Speaker speaker\_2: 16 Cypress Lake Circle Park.

Speaker speaker\_1: Um, I have a different address on file. Did you recently move or get a different address through the staffing agency?

Speaker speaker\_2: What, what, which address does that have on file?

Speaker speaker\_1: I'm not able to tell you. I just can tell you that it's a different one.

Speaker speaker\_2: Oh yeah, I think like it's the same one, like I think it's 16, 1-6, Cypress Lake Drive. I think so, yes.

Speaker speaker\_1: No, it's a different one.

Speaker speaker\_2: Oh, Road. 16 Cypress Lake Road.

Speaker speaker\_1: No, it's, it's a different one. What do you mean it's a different one?

Speaker speaker\_2: It's a different address completely.

Speaker speaker\_1: Like how can it be a different address completely? Like when I, when I filled out the, the form and put 16 Cypress Lake Drive, Cypress Lake. Is here in Statesboro, Georgia, 30458. But I-

Speaker speaker\_2: Or you can provide me with your full social and I can change the address, but that's not the one that's on file.

Speaker speaker\_1: Okay. I can give you the whole... It's 259-95-8038.

Speaker speaker\_2: Hmm.

Speaker speaker\_1: Okay, and you said the address is 16 Cypress Lake Circle?

Speaker speaker\_2: No. Do I, like, is like... Do I gotta change it? Can I change it? Yes. What's your current address? Okay. It's 25 Somerset Townhouse in Statesboro, Georgia, 30458. Okay. And I have your phone number as 912-718-6429. Yes, ma'am?

Speaker speaker\_1: And I have your email address as ecordero267@gmail.com?

Speaker speaker\_2: Si, correcto.

Speaker speaker\_1: Okay, and let's see here.

Speaker speaker\_2: There it is.

Speaker speaker\_1: You did become active last week on the 4th, last Monday. And you are enrolled in VIP+, which is your medical. So with your medical, you're not required to see a doctor in any kind of network. You just have to make sure that they accept your insurance. That card would have went to your email. If you'd like, I can get, send another copy to you. That way you can have it, um, uh, you can find it.

Speaker speaker\_2: Hold on a sec. Is it, is it Adaptive HR insurance or-

Speaker speaker\_1: The insurer is American Public Life.

Speaker speaker\_2: American Private Life?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Let me check for this. Uh, hey, uh, new, uh... Help me. What? I haven't got anything from... You mean American Private Life?

Speaker speaker\_1: Okay. I can go ahead and send you another copy. That's not... No, that's not a problem. Um, do you have any other questions?

Speaker speaker\_2: You can send me a... No, ma'am. You can go ahead and send me another copy because I haven't got any email about it yet.

Speaker speaker\_1: All right. Yeah. I'll go ahead and get another copy sent. It's going to come from [info@benefitsinacard.com](mailto:info@benefitsinacard.com). It should go to your inbox. You won't see it in your inbox, try your spam or junk folder.

Speaker speaker\_2: Hold on a second. Let me see.

Speaker speaker\_1: Do you have any questions?

Speaker speaker\_2: No, ma'am. That'd be all.

Speaker speaker\_1: All right. Thank you so much for calling. You have a great day.

Speaker speaker\_2: You too.