

## Transcript: Pearl

**Rojas-5378556011659264-6147927046799360**

### Full Transcript

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Uh, this is Celso Figueroa. I'm sorry, what was that? This is Celso Figueroa. And how can I assist you? Uh, I would like to, to know if, if, if you can email me or text me the insurance card? I called you last week, last week. You can, if, you can email or text me my new insurance card today or tomorrow? Of course, I mean- Looks like you're ■... .. just sending something out. Yeah. What's the name of the staffing agency you work for? Uh, Surge Staffing Agency. And the last one? S-U-R-G-E. Yep, and the last four digits of your social? 2731. You got it? Yes. Bear with me one moment. Okay, thank you. I'm sorry, repeat your last name for me one more time. My name? Yes. Celso Figueroa. Last name F-I-G-U-E-R-O-A. First name, C-E-L-S-O. Sign in. If you can confirm your address and date of birth for me. Uh, my date of birth is August 30th, 1963. My address is 629 Rose Lane, Bartlett, Illinois, 60103 Zip Code. I have your phone number as 398-7905. That is correct. And I have your email address as Q-U-A-T-U-M Boy 30 at g- at yahoo.com. That's correct. Okay. And you said you just needed a copy of your, your card? Yes. Okay, bear with me one moment to take a look and see if that card is ready and I'll be able to get that sent to you, okay? Yeah, I need it so, so that I can get my new, my medicine in CVS Pharmacy today. Okay. You do know that you have, um, FreeRx, uh, FreeRx included in your plan, right? Yes. I, the, the, the person who get my insurance, uh, told me about that. Great. And, um, have you registered there to get that card? It has a lot more coverage prescription-wise than your preventative health card. Oh, I need to, I need to enroll for that? Yes, you would go to freerx.com and go to member login. Then when you do that, you would just register with your information and, um, log in. Once you log in, you'll be able to see a, a ID card and you can show them that as well. Okay. Can you text me or email me the, the website? I can do it today or t- or later. Please? Okay. I'll go ahead, I can send you, um, an email for that FreeRx registration. I'll give you the steps, okay? Okay. Thank you. All right and so did you want, did you need, uh, all your cards? Your vision, dental and your preventative health? I'm sorry, your medical, dental and preventative health? Yes. I, I need that everything. Sure, okay. So your preventative health card is ready. I'm gonna take a look for your medical and dental card, okay? Okay. Okay, bear with me just one moment. Okay, those cards are ready to be downloaded as well. I'm gonna send you them to your email. It's gonna come from info@benefitsinacard.com. They should go to your inbox. If you don't see them in your inbox, try your spam or junk folder, okay? Okay. Thank you. Do you have any questions? This one for today. Thank you. Thank you so much for calling. You have a great day. Thank you. Bye-bye.

### Conversation Format

Speaker speaker\_0: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker\_1: Uh, this is Celso Figueroa.

Speaker speaker\_0: I'm sorry, what was that?

Speaker speaker\_1: This is Celso Figueroa.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: Uh, I would like to, to know if, if, if you can email me or text me the insurance card? I called you last week, last week. You can, if, you can email or text me my new insurance card today or tomorrow?

Speaker speaker\_0: Of course, I mean-

Speaker speaker\_1: Looks like you're ■...

Speaker speaker\_0: ... just sending something out.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: What's the name of the staffing agency you work for?

Speaker speaker\_1: Uh, Surge Staffing Agency.

Speaker speaker\_0: And the last one?

Speaker speaker\_1: S-U-R-G-E.

Speaker speaker\_0: Yep, and the last four digits of your social?

Speaker speaker\_1: 2731. You got it?

Speaker speaker\_0: Yes. Bear with me one moment.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: I'm sorry, repeat your last name for me one more time.

Speaker speaker\_1: My name?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Celso Figueroa. Last name F-I-G-U-E-R-O-A. First name, C-E-L-S-O.

Speaker speaker\_0: Sign in. If you can confirm your address and date of birth for me.

Speaker speaker\_1: Uh, my date of birth is August 30th, 1963. My address is 629 Rose Lane, Bartlett, Illinois, 60103 Zip Code.

Speaker speaker\_0: I have your phone number as 398-7905.

Speaker speaker\_1: That is correct.

Speaker speaker\_0: And I have your email address as Q-U-A-T-U-M Boy 30 at g- at yahoo.com.

Speaker speaker\_1: That's correct.

Speaker speaker\_0: Okay. And you said you just needed a copy of your, your card?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, bear with me one moment to take a look and see if that card is ready and I'll be able to get that sent to you, okay?

Speaker speaker\_1: Yeah, I need it so, so that I can get my new, my medicine in CVS Pharmacy today.

Speaker speaker\_0: Okay. You do know that you have, um, FreeRx, uh, FreeRx included in your plan, right?

Speaker speaker\_1: Yes. I, the, the, the person who get my insurance, uh, told me about that.

Speaker speaker\_0: Great. And, um, have you registered there to get that card? It has a lot more coverage prescription-wise than your preventative health card.

Speaker speaker\_1: Oh, I need to, I need to enroll for that?

Speaker speaker\_0: Yes, you would go to freerx.com and go to member login. Then when you do that, you would just register with your information and, um, log in. Once you log in, you'll be able to see a, a ID card and you can show them that as well.

Speaker speaker\_1: Okay. Can you text me or email me the, the website? I can do it today or t- or later. Please?

Speaker speaker\_0: Okay. I'll go ahead, I can send you, um, an email for that FreeRx registration. I'll give you the steps, okay?

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: All right and so did you want, did you need, uh, all your cards? Your vision, dental and your preventative health? I'm sorry, your medical, dental and preventative health?

Speaker speaker\_1: Yes. I, I need that everything.

Speaker speaker\_0: Sure, okay. So your preventative health card is ready. I'm gonna take a look for your medical and dental card, okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay, bear with me just one moment. Okay, those cards are ready to be downloaded as well. I'm gonna send you them to your email. It's gonna come from info@benefitsinacard.com. They should go to your inbox. If you don't see them in your inbox, try your spam or junk folder, okay?

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: Do you have any questions?

Speaker speaker\_1: This one for today. Thank you.

Speaker speaker\_0: Thank you so much for calling. You have a great day.

Speaker speaker\_1: Thank you. Bye-bye.