

Transcript: Pearl

Rojas-5470316421890048-6261337510559744

Full Transcript

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl, who would I have the pleasure of speaking with? Hello. Could you say that again? I said hello, thank you for calling Benefits in a Card. My name is Pearl, who would I have the pleasure of speaking with? Ignacio. And how can I assist you? Yes, I was calling to ask about my insurance. Okay, and what kind of insurance do you have? Um, I have... I'm with MAU and I have basic insurance, but I wasn't sure about any of the information. I lost my card and I needed to get it replaced. Okay, and what are the last four digits of your social? 6810. 6810, okay. Okay, Ignacio. And can I have your address and date of birth? 140 Fred Bradford Road, and my date of birth, March 31st, 1997. All right, and what's the city and state? City and state is Iva, South Carolina. And what's a good contact number for you? Uh, 267-970-9454. Can I have your email address as A-D... I'm sorry, A-B-foble@t-Mobile? Yep. Yep. Okay. So at the moment, I don't have you with coverage. I don't have you enrolled in any coverage. Okay, yeah, that's what I was told, but I had a health insurance card and I lost it. Maybe it was from a different company or somewhere else, 'cause I don't have you enrolled in coverage and I have that you declined, um, well, it's in 2023, but I don't have that you've enrolled again or had any coverage recently. Okay. All right, thank you. Thank you for calling every day. You too.

Conversation Format

Speaker speaker_0: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl, who would I have the pleasure of speaking with?

Speaker speaker_1: Hello. Could you say that again?

Speaker speaker_0: I said hello, thank you for calling Benefits in a Card. My name is Pearl, who would I have the pleasure of speaking with?

Speaker speaker_1: Ignacio.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Yes, I was calling to ask about my insurance.

Speaker speaker_0: Okay, and what kind of insurance do you have?

Speaker speaker_1: Um, I have... I'm with MAU and I have basic insurance, but I wasn't sure about any of the information. I lost my card and I needed to get it replaced.

Speaker speaker_0: Okay, and what are the last four digits of your social?

Speaker speaker_1: 6810.

Speaker speaker_0: 6810, okay. Okay, Ignacio. And can I have your address and date of birth?

Speaker speaker_1: 140 Fred Bradford Road, and my date of birth, March 31st, 1997.

Speaker speaker_0: All right, and what's the city and state?

Speaker speaker_1: City and state is Iva, South Carolina.

Speaker speaker_0: And what's a good contact number for you?

Speaker speaker_1: Uh, 267-970-9454.

Speaker speaker_0: Can I have your email address as A-D... I'm sorry, A-B-foble@t-Mobile?

Speaker speaker_1: Yep. Yep.

Speaker speaker_0: Okay. So at the moment, I don't have you with coverage. I don't have you enrolled in any coverage.

Speaker speaker_1: Okay, yeah, that's what I was told, but I had a health insurance card and I lost it.

Speaker speaker_0: Maybe it was from a different company or somewhere else, 'cause I don't have you enrolled in coverage and I have that you declined, um, well, it's in 2023, but I don't have that you've enrolled again or had any coverage recently.

Speaker speaker_1: Okay. All right, thank you.

Speaker speaker_0: Thank you for calling every day.

Speaker speaker_1: You too.