

Transcript: Pearl

Rojas-5603807331663872-4700319839993856

Full Transcript

Hi. Hmm. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Uh, my name is Charles Johnson. And how can I assist you? Can you hear me? Yes. Can... Yeah. Ah, my name is Charles Johnson. I, um... So I signed up for Benefits in a Card last month, about this time last month. Um, I'm kinda... I'm kinda looking to get an update, uh, as to when my stuff is going to be activated. I've already called to get the virtual stuff activated. Okay. What is the name of the staffing agency you work for? Is the what? The staffing agency? Oh, yeah. Uh, Hamilton Eicher. And the last four digits of your Social? 0620. All right. And you can confirm your address and date of birth? Uh, 30 County Road 253, Gle- uh, Glen, Mississippi 38846. You said date of birth? Yes, sir. 02/21/02. All right. And I have your phone number as 662-643-1573? Yep. And I have your email address as chuckj0220@gmail.com? Yes. Okay. So, your coverage has actually been active since the third of this month. Uh, you should have received your benefit card to your email. I did not, actually. Okay. No worries. I can get another copy sent to you. Could you get it to me? Uh, please, 'cause it's... The last thing I got, I got yesterday, and it's telling my wife to activate the account. Okay. Give me one moment. All righty. So I'm gonna go ahead and send you that, that card to you via email. It's gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, check your spam and junk fold- or junk folder. Um, and your coverage is active, so you'll be able to use that as soon as you receive it. All righty. Well, I'm trying to find it right now. Give me one moment. I do have to download it and get it sent to you, but I'll be just a couple moments here. Okay. So then it... This card, uh, it's gonna be a virtual card and it's gonna be good for, um, me and my wife? Yes, sir. It says... It'll say employee plus spouse on it. Wonderful. All right. So and then it did get that sent to you, if you wanna go ahead and take a look. Yep. Looks like I got it. All righty. Is there anything other can assist you with today? Uh, yep. So I think that's... I think that's it, actually. Um, yep. So then there's medical providers, dental providers, and vision providers, and then that's it. I'm sorry, what was that? And I just have to dow-... I have to download this, uh, this. I'm gonna go ahead and screenshot that. No worries. Um, so that... So your card is for medical only. Um, and then on the card it says, uh, it has a number. It says find a provider, I believe. If you call that number and putting information, they'll give you providers in the area that accept insurance coverage. But it is just a medical plan. Okay, I appreciate it so much. No problem. Thank you so much for calling. You have a great day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Hi. Hmm. 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, my name is Charles Johnson.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Can you hear me?

Speaker speaker_0: Yes.

Speaker speaker_1: Can... Yeah. Ah, my name is Charles Johnson. I, um... So I signed up for Benefits in a Card last month, about this time last month. Um, I'm kinda... I'm kinda looking to get an update, uh, as to when my stuff is going to be activated. I've already called to get the virtual stuff activated.

Speaker speaker_0: Okay. What is the name of the staffing agency you work for?

Speaker speaker_1: Is the what?

Speaker speaker_0: The staffing agency?

Speaker speaker_1: Oh, yeah. Uh, Hamilton Eicher.

Speaker speaker_0: And the last four digits of your Social?

Speaker speaker_1: 0620.

Speaker speaker_0: All right. And you can confirm your address and date of birth?

Speaker speaker_1: Uh, 30 County Road 253, Gle- uh, Glen, Mississippi 38846. You said date of birth?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: 02/21/02.

Speaker speaker_0: All right. And I have your phone number as 662-643-1573?

Speaker speaker_1: Yep.

Speaker speaker_0: And I have your email address as chuckj0220@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So, your coverage has actually been active since the third of this month. Uh, you should have received your benefit card to your email.

Speaker speaker_1: I did not, actually.

Speaker speaker_0: Okay. No worries. I can get another copy sent to you.

Speaker speaker_1: Could you get it to me? Uh, please, 'cause it's... The last thing I got, I got yesterday, and it's telling my wife to activate the account.

Speaker speaker_0: Okay. Give me one moment. All righty. So I'm gonna go ahead and send you that, that card to you via email. It's gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, check your spam and junk fold- or junk folder. Um, and your coverage is active, so you'll be able to use that as soon as you receive it.

Speaker speaker_1: All righty. Well, I'm trying to find it right now.

Speaker speaker_0: Give me one moment. I do have to download it and get it sent to you, but I'll be just a couple moments here.

Speaker speaker_1: Okay. So then it... This card, uh, it's gonna be a virtual card and it's gonna be good for, um, me and my wife?

Speaker speaker_0: Yes, sir. It says... It'll say employee plus spouse on it.

Speaker speaker_1: Wonderful.

Speaker speaker_0: All right. So and then it did get that sent to you, if you wanna go ahead and take a look.

Speaker speaker_1: Yep. Looks like I got it.

Speaker speaker_0: All righty. Is there anything other can assist you with today?

Speaker speaker_1: Uh, yep. So I think that's... I think that's it, actually. Um, yep. So then there's medical providers, dental providers, and vision providers, and then that's it.

Speaker speaker_0: I'm sorry, what was that?

Speaker speaker_1: And I just have to dow-... I have to download this, uh, this. I'm gonna go ahead and screenshot that.

Speaker speaker_0: No worries. Um, so that... So your card is for medical only. Um, and then on the card it says, uh, it has a number. It says find a provider, I believe. If you call that number and putting information, they'll give you providers in the area that accept insurance coverage. But it is just a medical plan.

Speaker speaker_1: Okay, I appreciate it so much.

Speaker speaker_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_1: You too.

Speaker speaker_0: Bye-bye.