

Transcript: Pearl

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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 did I have the pleasure of speaking with? I'm Elizabeth Burton. And how can I assist you? Uh, I need to figure out how to get my health insurance cards. Okay. What's the name of this ■■■ agency you work for? Uh, MAU. And your last four digits of your social? 0849. All righty. Uh... Give me one moment. Give me one moment. And repeat your name for me? Elizabeth Tho... It's probably under Thorne, T-h-o-r-n-e. Nope. Can you give me your address please? 62-21 Eastman Road, Burlington, Kentucky 41005. And what else? Date of birth? 11/25/90. And I have your phone number as 515-335-8806? Yes. And I have your email just as elizabeththorne0925@gmail.com? Yes. Okay, so it looks like your, uh, coverage became active this Monday that passed. Your medical card would have went to email and your digital Envision should went to your residence. Okay. Well, I didn't get a digital. Okay, did you receive your digital Envision though? I haven't received either. Okay, so I can go ahead and send them to you via email. I'm gonna go ahead and check if they're able to be downloaded. Um, they should be ready. Okay. Bear with me one moment then. Okay. Yes. Bear with me here. Okay. 1849... All right, Ms. Burton. Can you say the last three? 1849. Okay, so your digital cards are ready to be downloaded. I'll go ahead and get them downloaded and sent to you. It's gonna come from info@benefitsinacard.com. They should go to your inbox and if you don't see them in your inbox try your spam or junk folder. Okay. Yes? To what? Do you have any questions? No, that's it. All right. Thank you so much for calling. You have a great day. Thank you. You too. Bye-bye.

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 did I have the pleasure of speaking with?

Speaker speaker_2: I'm Elizabeth Burton.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Uh, I need to figure out how to get my health insurance cards.

Speaker speaker_1: Okay. What's the name of this ■■■ agency you work for?

Speaker speaker_2: Uh, MAU.

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

Speaker speaker_2: 0849.

Speaker speaker_1: All righty. Uh... Give me one moment. Give me one moment. And repeat your name for me?

Speaker speaker_2: Elizabeth Tho... It's probably under Thorne, T-h-o-r-n-e.

Speaker speaker_1: Nope. Can you give me your address please?

Speaker speaker_2: 62-21 Eastman Road, Burlington, Kentucky 41005. And what else?

Speaker speaker_1: Date of birth?

Speaker speaker_2: 11/25/90.

Speaker speaker_1: And I have your phone number as 515-335-8806?

Speaker speaker_2: Yes.

Speaker speaker_1: And I have your email just as elizabeththorne0925@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so it looks like your, uh, coverage became active this Monday that passed. Your medical card would have went to email and your digital Envision should went to your residence.

Speaker speaker_2: Okay. Well, I didn't get a digital.

Speaker speaker_1: Okay, did you receive your digital Envision though?

Speaker speaker_2: I haven't received either.

Speaker speaker_1: Okay, so I can go ahead and send them to you via email. I'm gonna go ahead and check if they're able to be downloaded. Um, they should be ready.

Speaker speaker_2: Okay.

Speaker speaker_1: Bear with me one moment then.

Speaker speaker_2: Okay. Yes.

Speaker speaker_1: Bear with me here. Okay. 1849...

Speaker speaker_3: All right, Ms. Burton. Can you say the last three? 1849.

Speaker speaker_1: Okay, so your digital cards are ready to be downloaded. I'll go ahead and get them downloaded and sent to you. It's gonna come from info@benefitsinacard.com. They should go to your inbox and if you don't see them in your inbox try your spam or junk folder.

Speaker speaker_2: Okay.

Speaker speaker_1: Yes?

Speaker speaker_2: To what?

Speaker speaker_1: Do you have any questions?

Speaker speaker_3: No, that's it.

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

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