

## Transcript: Pearl

**Rojas-5677935640756224-6023581656727552**

### Full Transcript

Good morning, speaker 1000 for the card. My name is f████d███p███ you're speaking with. Laura. And how can I assist you? Um, yes, I was calling to see... do I still have insurance with you all, and you know, what's... 'Cause I don't even know, I'm with, uh, with PRC, and I was trying to see what's the name of this insurance company, because I'm going to the doctor today. And I need to put all this information in. Okay. What are the last four digits of your social security number? 9600. All right, and you need to confirm your address and date of birth. It's 749 Cardinal Avenue, Columbus, Georgia 31907. And it was May the 28th, 1989. All righty. And I have your phone number as 762-353-3060. Yes. Yes, ma'am. And I have your email address as laura.bressall@yahoo.com? Yes. Okay, so taking a look at your coverage, you are enrolled in the VIP Standard, um, which is your medical plan. If you'd like, I can send you a copy of your, your cards to your email. Yes, ma'am. I would. And then just so you know, the insurance carrier's name is American Public Life. Um, I'll go ahead and get those sent over. American Public Life? Yes, ma'am. Okay. I'll go ahead and get them sent over. It's gonna take me a few minutes, because I do have to download them and send them to you. Um, but they're gonna come from info@benefitsinacard.com. They should go to your inbox. If you don't see them in your inbox, check your spam or junk folder. Okay. Any questions? Oh, you said it should come from info-what-now? At benefitsinacard.com. Okay. Again, it'll be just a few moments. I'm downloading them now, and I'll get them sent over right... sent them... sent right over to you. Oh, give me one moment. Okay. Let's see. Okay. Um, do you have any questions? No, ma'am. All righty. Thank you so much for calling. I'll send them over in just a moment. All right.

### Conversation Format

Speaker speaker\_0: Good morning, speaker 1000 for the card. My name is f████d███p███ you're speaking with.

Speaker speaker\_1: Laura.

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

Speaker speaker\_1: Um, yes, I was calling to see... do I still have insurance with you all, and you know, what's... 'Cause I don't even know, I'm with, uh, with PRC, and I was trying to see what's the name of this insurance company, because I'm going to the doctor today. And I need to put all this information in.

Speaker speaker\_0: Okay. What are the last four digits of your social security number?

Speaker speaker\_1: 9600.

Speaker speaker\_0: All right, and you need to confirm your address and date of birth.

Speaker speaker\_1: It's 749 Cardinal Avenue, Columbus, Georgia 31907. And it was May the 28th, 1989.

Speaker speaker\_0: All righty. And I have your phone number as 762-353-3060.

Speaker speaker\_1: Yes. Yes, ma'am.

Speaker speaker\_0: And I have your email address as laura.bressall@yahoo.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, so taking a look at your coverage, you are enrolled in the VIP Standard, um, which is your medical plan. If you'd like, I can send you a copy of your, your cards to your email.

Speaker speaker\_1: Yes, ma'am. I would.

Speaker speaker\_0: And then just so you know, the insurance carrier's name is American Public Life. Um, I'll go ahead and get those sent over.

Speaker speaker\_1: American Public Life?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Okay.

Speaker speaker\_0: I'll go ahead and get them sent over. It's gonna take me a few minutes, because I do have to download them and send them to you. Um, but they're gonna come from info@benefitsinacard.com. They should go to your inbox. If you don't see them in your inbox, check your spam or junk folder.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Any questions?

Speaker speaker\_1: Oh, you said it should come from info-what-now?

Speaker speaker\_0: At benefitsinacard.com.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Again, it'll be just a few moments. I'm downloading them now, and I'll get them sent over right... sent them... sent right over to you. Oh, give me one moment.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Let's see. Okay. Um, do you have any questions?

Speaker speaker\_1: No, ma'am.

Speaker speaker\_0: All righty. Thank you so much for calling. I'll send them over in just a moment.

Speaker speaker\_1: All right.