

## Transcript: Pearl

**Rojas-5696026449068032-6573338681982976**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good, uh, morning. Thank you for calling Benefits in a Card. My name is Pearl Who does it say that you're speaking with? Elizabeth Mars. And how can I assist you, Miss Mars? Um, I was calling to, uh, find out information about my insurance. Okay, what kind of- How to get it activated. ... information do you require? Okay. MAU. The last four digits of your Social? 1984. All right, and if you can confirm your address and date of birth. It is 346 Wilson Landing Road, Prosperity, South Carolina 29127. And 11/6/78. All righty, I have a different address on file. Did you recently move or give a different address to staffing? I did recently move. Can you update that? Okay, what was your previous address? 1431 Trinity Springs Road, Newberry, South Carolina 29108. Okay, and if you can re-... um, repeat your current address for me? 346 Wilson Landing Road, Prosperity, South Carolina. Prosperity, North Carolina? South Carolina. Okay. 29127. All righty. And your date of birth? 11/6/78. All righty. And I have your phone number as 864-243-6484. That's correct. And I have your email address as lizzylou\_29681@live.com? That's correct. All righty, and let's take a look here. So I do have a, uh, enrollment pending for dental, life insurance, vision, critical illness, group accident, preventative health, and behavioral health. Um, let me take a look when this coverage is going to be active. So at the moment, you have active coverage. All right, so your coverage is act- actually active, um, until the pay plan- So how do I get, like a... I'm sorry. Go ahead. Nope. Go ahead. You're fine. How do I get a insurance card? Um, so you should have received your dental, vision, and preventative health cards in the mail already. You haven't received any of them? No. All righty. I can get copies sent to you via email, um, if you'd like or- Yes, please. Okay. That email's going to come from info@benefithecard.com. It should go to your inbox. If you don't see it in your inbox, check your spam or junk folder. Okay. And can you send that over, um, right now? Yep. I'm going to go ahead and download them and get them sent to you, so it'll be maybe about five minutes, a little more, just so I can download them and get them to you. Perfect. And will that include my prescriptions as well? Yes. So your preventative health card will have your prescription information on it. Okay. Thank you. No problem. Thank you so much for calling. You have a great day. You too. Bye-bye.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Good, uh, morning. Thank you for calling Benefits in a Card. My name is Pearl Who does it say that you're speaking with?

Speaker speaker\_2: Elizabeth Mars.

Speaker speaker\_1: And how can I assist you, Miss Mars?

Speaker speaker\_2: Um, I was calling to, uh, find out information about my insurance.

Speaker speaker\_1: Okay, what kind of-

Speaker speaker\_2: How to get it activated.

Speaker speaker\_1: ... information do you require? Okay.

Speaker speaker\_2: MAU.

Speaker speaker\_1: The last four digits of your Social?

Speaker speaker\_2: 1984.

Speaker speaker\_1: All right, and if you can confirm your address and date of birth.

Speaker speaker\_2: It is 346 Wilson Landing Road, Prosperity, South Carolina 29127. And 11/6/78.

Speaker speaker\_1: All righty, I have a different address on file. Did you recently move or give a different address to staffing?

Speaker speaker\_2: I did recently move. Can you update that?

Speaker speaker\_1: Okay, what was your previous address?

Speaker speaker\_2: 1431 Trinity Springs Road, Newberry, South Carolina 29108.

Speaker speaker\_1: Okay, and if you can re-... um, repeat your current address for me?

Speaker speaker\_2: 346 Wilson Landing Road, Prosperity, South Carolina.

Speaker speaker\_1: Prosperity, North Carolina?

Speaker speaker\_2: South Carolina.

Speaker speaker\_1: Okay.

Speaker speaker\_2: 29127.

Speaker speaker\_1: All righty. And your date of birth?

Speaker speaker\_2: 11/6/78.

Speaker speaker\_1: All righty. And I have your phone number as 864-243-6484.

Speaker speaker\_2: That's correct.

Speaker speaker\_1: And I have your email address as lizzylou\_29681@live.com?

Speaker speaker\_2: That's correct.

Speaker speaker\_1: All righty, and let's take a look here. So I do have a, uh, enrollment pending for dental, life insurance, vision, critical illness, group accident, preventative health, and behavioral health. Um, let me take a look when this coverage is going to be active. So at the moment, you have active coverage. All right, so your coverage is act- actually active, um, until the pay plan-

Speaker speaker\_2: So how do I get, like a... I'm sorry. Go ahead.

Speaker speaker\_1: Nope. Go ahead. You're fine.

Speaker speaker\_2: How do I get a insurance card?

Speaker speaker\_1: Um, so you should have received your dental, vision, and preventative health cards in the mail already. You haven't received any of them?

Speaker speaker\_2: No.

Speaker speaker\_1: All righty. I can get copies sent to you via email, um, if you'd like or-

Speaker speaker\_2: Yes, please.

Speaker speaker\_1: Okay. That email's going to come from [info@benefithecard.com](mailto:info@benefithecard.com). It should go to your inbox. If you don't see it in your inbox, check your spam or junk folder.

Speaker speaker\_2: Okay. And can you send that over, um, right now?

Speaker speaker\_1: Yep. I'm going to go ahead and download them and get them sent to you, so it'll be maybe about five minutes, a little more, just so I can download them and get them to you.

Speaker speaker\_2: Perfect. And will that include my prescriptions as well?

Speaker speaker\_1: Yes. So your preventative health card will have your prescription information on it.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker\_2: You too. Bye-bye.