

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefits in a Card. My name is Pearl ■■■■, who would I like the pleasure of speaking with? This is Tara Ford. I recognize your voice, Ford. Um, I got on an Innovative Staff, um, to work and I filled out all kinds of paperwork on insurance. But then the other day, I got a text saying that I need to call this number to enroll. Okay. And what are the last four digits of your Social? 7546. All righty. If you could just verify your address and date of birth? Uh, my address is 17925 Red Clover Lane in Carlisle. And my birthdate is 4-27-74. Okay. What's the state? Illinois. Okay. And I have your phone number as 618-402-8323. Yes. All righty. So I do have you enrolled. Um, I have you in medical; dental; short-term disability; term life, which is your life insurance; vision; critical illness; group accident; preventative health; and identity theft protection. Your coverage did become active just today, so you should receive your cards by the end of the week. You'll receive dental and vision in your mail, and then your medical will go to your email. I don't have a printer, so... I can request- I don't have a printer. No worries. I can, uh, request a hard copy be sent. It will take seven to 10 business days, um, but I can definitely have one sent. Yes, please have one sent. All righty. Is there anything else I can assist you with today? Nope, that's it. All righty. 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: Good morning. Thank you for calling Benefits in a Card. My name is Pearl ■■■■, who would I like the pleasure of speaking with?

Speaker speaker_2: This is Tara Ford.

Speaker speaker_1: I recognize your voice, Ford.

Speaker speaker_2: Um, I got on an Innovative Staff, um, to work and I filled out all kinds of paperwork on insurance. But then the other day, I got a text saying that I need to call this number to enroll.

Speaker speaker_1: Okay. And what are the last four digits of your Social?

Speaker speaker_2: 7546.

Speaker speaker_1: All righty. If you could just verify your address and date of birth?

Speaker speaker_2: Uh, my address is 17925 Red Clover Lane in Carlisle. And my birthdate is 4-27-74.

Speaker speaker_1: Okay. What's the state?

Speaker speaker_2: Illinois.

Speaker speaker_1: Okay. And I have your phone number as 618-402-8323.

Speaker speaker_2: Yes.

Speaker speaker_1: All righty. So I do have you enrolled. Um, I have you in medical; dental; short-term disability; term life, which is your life insurance; vision; critical illness; group accident; preventative health; and identity theft protection. Your coverage did become active just today, so you should receive your cards by the end of the week. You'll receive dental and vision in your mail, and then your medical will go to your email.

Speaker speaker_2: I don't have a printer, so...

Speaker speaker_1: I can request-

Speaker speaker_2: I don't have a printer.

Speaker speaker_1: No worries. I can, uh, request a hard copy be sent. It will take seven to 10 business days, um, but I can definitely have one sent.

Speaker speaker_2: Yes, please have one sent.

Speaker speaker_1: All righty. Is there anything else I can assist you with today?

Speaker speaker_2: Nope, that's it.

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

Speaker speaker_2: Thank you. You too.

Speaker speaker_1: Bye-bye.