

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello and, uh, hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl, who would like to speak to ... Uh, my name is Creation Cox. And how can I assist you? Um, I just got off the phone with American Staffing and I was trying to figure out, uh, my information for the insurance card. I haven't received anything in the mail still and I've been employed since December. All righty. And you said with American Staff? Yes. Wait one second. And what are the last four digits of your Social? 5550. Okay. And if you can confirm your address and date of birth. 6252 South 4310 Road, Big Cabin, Oklahoma, uh, 74332. And the date of birth is August 3rd of 1998. All right. Mm-hmm. And I have your phone number as 918-819-1934. What? Your phone number, 89- uh, 918-819-1934. Okay, I'm sorry. You're saying that really weird, but 918-819-1934. All righty. Yeah. And I have your email address as W-I-C-C-A-N-S-W-E-E-D4@Gmail.com? Yes. So your coverage is active and you said you haven't received your card yet? Yeah. Okay. I can get you a copy sent to your email if you'd like. That will work. All righty. So that, that email then, it comes from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder. All right. Um, what is the coverage on that? So your plan right now is that you have, you're in a preventative health plan so it covers your annual physical, some STD screenings, some cancer screenings, diabetes ... things. It doesn't cover you going to the doctor or ER. It just covers preventative health. Oh, crap. Okay, well, I guess going to the ER is off the table for today, then. Crap. Do you have any other questions? No, that's all. All right. Thank you so much for calling. You have a great day. You, too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hello and, uh, hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl, who would like to speak to ...

Speaker speaker_2: Uh, my name is Creation Cox.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Um, I just got off the phone with American Staffing and I was trying to figure out, uh, my information for the insurance card. I haven't received anything in the mail still and I've been employed since December.

Speaker speaker_1: All righty. And you said with American Staff?

Speaker speaker_2: Yes.

Speaker speaker_1: Wait one second. And what are the last four digits of your Social?

Speaker speaker_2: 5550.

Speaker speaker_1: Okay. And if you can confirm your address and date of birth.

Speaker speaker_2: 6252 South 4310 Road, Big Cabin, Oklahoma, uh, 74332. And the date of birth is August 3rd of 1998.

Speaker speaker_1: All right.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And I have your phone number as 918-819-1934.

Speaker speaker_2: What?

Speaker speaker_1: Your phone number, 89- uh, 918-819-1934.

Speaker speaker_2: Okay, I'm sorry. You're saying that really weird, but 918-819-1934.

Speaker speaker_1: All righty.

Speaker speaker_2: Yeah.

Speaker speaker_1: And I have your email address as W-I-C-C-A-N-S-W-E-E-D4@Gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: So your coverage is active and you said you haven't received your card yet?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. I can get you a copy sent to your email if you'd like.

Speaker speaker_2: That will work.

Speaker speaker_1: All righty. So that, that email then, it comes from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder.

Speaker speaker_2: All right. Um, what is the coverage on that?

Speaker speaker_1: So your plan right now is that you have, you're in a preventative health plan so it covers your annual physical, some STD screenings, some cancer screenings, diabetes ... things. It doesn't cover you going to the doctor or ER. It just covers preventative health.

Speaker speaker_2: Oh, crap. Okay, well, I guess going to the ER is off the table for today, then. Crap.

Speaker speaker_1: Do you have any other questions?

Speaker speaker_2: No, that's all.

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

Speaker speaker_2: You, too.