

## Transcript: Pearl

**Rojas-5779681123680256-4786089013985280**

### Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl Ludovis. Who is this speaking? Good morning. My name is Karen Bryant. How can I assist you? Um, hey, I was calling to check on my dental benefits. I have a couple of questions. Okay, what the staffing agency you work for? Um, Star Staffing. And the last four digits of your social? 8699- All righty, and if you can verify your address and date of birth for me. My address, um, I think it's 2143 Farmer Avenue, Memphis, Tennessee. And is this address- It's, um, it's across 6th and Greenwood. There we go. Okay. Um, date of birth, 10/05/1996. All righty, and I have your phone number as 901-499-0101. Yes, that's correct. Can I have your email address as your first name b at gmail.com? No, it's a new email. I thought they updated it. Okay, what's that email? It's my first name, last name together, 848 at gmail.com. All righty. All righty, and I do have you with active dental vision and medical. What kind of questions did you have? Um, about medical. I mean, about dental. Like do it includes any type of surgery like for composite veneer or gap, gap closure? Um, that would be a question for the actual insurance carrier. If you'd like, I can get you over to them. Yes, ma'am, please. All righty, bear with me one moment. I'll transfer you right over. Thank you so much for calling. All right, thank- thank you. Okay.

### Conversation Format

Speaker speaker\_0: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl Ludovis. Who is this speaking?

Speaker speaker\_1: Good morning. My name is Karen Bryant.

Speaker speaker\_0: How can I assist you?

Speaker speaker\_1: Um, hey, I was calling to check on my dental benefits. I have a couple of questions.

Speaker speaker\_0: Okay, what the staffing agency you work for?

Speaker speaker\_1: Um, Star Staffing.

Speaker speaker\_0: And the last four digits of your social?

Speaker speaker\_1: 8699-

Speaker speaker\_0: All righty, and if you can verify your address and date of birth for me.

Speaker speaker\_1: My address, um, I think it's 2143 Farmer Avenue, Memphis, Tennessee.

Speaker speaker\_0: And is this address-

Speaker speaker\_1: It's, um, it's across 6th and Greenwood.

Speaker speaker\_0: There we go.

Speaker speaker\_1: Okay. Um, date of birth, 10/05/1996.

Speaker speaker\_0: All righty, and I have your phone number as 901-499-0101.

Speaker speaker\_1: Yes, that's correct.

Speaker speaker\_0: Can I have your email address as your first name b at gmail.com?

Speaker speaker\_1: No, it's a new email. I thought they updated it.

Speaker speaker\_0: Okay, what's that email?

Speaker speaker\_1: It's my first name, last name together, 848 at gmail.com.

Speaker speaker\_0: All righty. All righty, and I do have you with active dental vision and medical. What kind of questions did you have?

Speaker speaker\_1: Um, about medical. I mean, about dental. Like do it includes any type of surgery like for composite veneer or gap, gap closure?

Speaker speaker\_0: Um, that would be a question for the actual insurance carrier. If you'd like, I can get you over to them.

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

Speaker speaker\_0: All righty, bear with me one moment. I'll transfer you right over. Thank you so much for calling.

Speaker speaker\_1: All right, thank- thank you.

Speaker speaker\_0: Okay.