Transcript: Pearl Rojas-5972349218635776-5219096646303744

Full Transcript

Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who does, what's your, speaking with? This is Landon Raybourne. I work with Florence Company, or Florence Corporation, and I work with the Focus Workforce. Okay. And how can I assist you? Uh, I was calling to see if you guys by chance have a part on your end that tells you deductions were taken out for the insurance? Yep, I can definitely see if we've received deductions Mm-hmm. ... for his name. What is the last four digits of your Social? 2599. Okay. And you said your name is Landon Raybourne, correct? Yes. Okay. And you can confirm your address and date of birth? Address is 524 Stone Point Drive, Manhattan, Kansas, 66503. Date of birth is November 29th of 2003. All righty. And I have your phone number at 316-516-8783. Yes, ma'am. And I have your email address as a- uh, A-Y-E-E-4alexfe21@gmail.com? Yes, ma'am. All righty. So taking a look here, we did receive the deduction, so you are active this week. Um, your coverage became active today. By the end of this week, you should receive your vision and dental- vision, dental and preventative health cards in the mail. All right. I appreciate you. No problem. Is there anything else I can assist you with? Nah, I was just calling to check up on that 'cause my wife needs to get glasses really fast. All righty. No worries. She should have th- Um, if she needs to see the, the eye doctor before, you can give us a call, um, around Wednes- uh, Wednesday, Thursday, and we'll have vir- we should have virtual copies of that card ready. Um, or you can give me your smartphone number and we can confirm coverage for you. But they should be at by the end of the week at your residence. Okay. Thank you. No problem. Thank you for calling. You have a great day. Bye.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who does, what's your, speaking with?

Speaker speaker_1: This is Landon Raybourne. I work with Florence Company, or Florence Corporation, and I work with the Focus Workforce.

Speaker speaker_0: Okay. And how can I assist you?

Speaker speaker_1: Uh, I was calling to see if you guys by chance have a part on your end that tells you deductions were taken out for the insurance?

Speaker speaker_0: Yep, I can definitely see if we've received deductions

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: ... for his name. What is the last four digits of your Social?

Speaker speaker_1: 2599.

Speaker speaker_0: Okay. And you said your name is Landon Raybourne, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And you can confirm your address and date of birth?

Speaker speaker_1: Address is 524 Stone Point Drive, Manhattan, Kansas, 66503. Date of birth is November 29th of 2003.

Speaker speaker_0: All righty. And I have your phone number at 316-516-8783.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have your email address as a- uh, A-Y-E-E-4alexfe21@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All righty. So taking a look here, we did receive the deduction, so you are active this week. Um, your coverage became active today. By the end of this week, you should receive your vision and dental- vision, dental and preventative health cards in the mail.

Speaker speaker_1: All right. I appreciate you.

Speaker speaker_0: No problem. Is there anything else I can assist you with?

Speaker speaker_1: Nah, I was just calling to check up on that 'cause my wife needs to get glasses really fast.

Speaker speaker_0: All righty. No worries. She should have th- Um, if she needs to see the, the eye doctor before, you can give us a call, um, around Wednes- uh, Wednesday, Thursday, and we'll have vir- we should have virtual copies of that card ready. Um, or you can give me your smartphone number and we can confirm coverage for you. But they should be at by the end of the week at your residence.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: No problem. Thank you for calling. You have a great day.

Speaker speaker_1: Bye.