

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Yes, Pearl, my name is Lewis McGuire. And how can I assist you? Uh, okay, I was just wondering, um, I signed up for the, you know, the benefits... Uh, I think it was, like, a couple weeks ago, and I was just making sure that I would receive... Because they asked me if I wanted, like, a hard copy, like a, you know, a b- a card. And I was just wondering if I was still gonna receive that through the mail. Okay. A hard copy for which coverage? Uh, 'cause I... Well, I signed up for vision, dental and medical, and, uh, Just think, like, disabled, uh, you know, um, a disabled... Uh, if I got hurt or something like that. Okay. What's the name of the company you work for? Uh, yes, it's Priority Personnel. All righty, and the last four digits of your Social? 3501. All righty, and if you can confirm your address and date of birth. Oh, okay. My, uh, address is 1013 Dailey Street, D-A-I-L-E-Y, and my birthdate is 03/07/1966. Okay, and what's the city and state? Yes, San Marcos, Texas. All righty, and I have your phone number as 602-315-4290. That's it. Correct. I have... Your email address is lbobmcguire1966@gmail.com? Yup, @gmail.com, yes. All righty. So, you were enrolled in coverage, and today you did become active. Um, I can request a physical copy be sent to you, but normally- Mm-hmm. ... the... Automatically, they send out virtual copies. Um, but I can definitely get one requested for you to get sent to you physical, and it'll take about seven to ten business days to arrive. Yes, I would like that. Yes, I'd... I would like a, uh, physical copies as well. All righty. So your dental and vision card should arrive by the end of this week, and then your medical will take seven to ten business days. Okay. I appreciate that. Thank you very much. No problem. Thank you so much for calling in early today. Yup, you too. Bye.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Yes, Pearl, my name is Lewis McGuire.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Uh, okay, I was just wondering, um, I signed up for the, you know, the benefits... Uh, I think it was, like, a couple weeks ago, and I was just making sure that I would receive... Because they asked me if I wanted, like, a hard copy, like a, you know, a b- a card. And I was just wondering if I was still gonna receive that through the mail.

Speaker speaker_0: Okay. A hard copy for which coverage?

Speaker speaker_1: Uh, 'cause I... Well, I signed up for vision, dental and medical, and, uh, Just think, like, disabled, uh, you know, um, a disabled... Uh, if I got hurt or something like that.

Speaker speaker_0: Okay. What's the name of the company you work for?

Speaker speaker_1: Uh, yes, it's Priority Personnel.

Speaker speaker_0: All righty, and the last four digits of your Social?

Speaker speaker_1: 3501.

Speaker speaker_0: All righty, and if you can confirm your address and date of birth.

Speaker speaker_1: Oh, okay. My, uh, address is 1013 Dailey Street, D-A-I-L-E-Y, and my birthdate is 03/07/1966.

Speaker speaker_0: Okay, and what's the city and state?

Speaker speaker_1: Yes, San Marcos, Texas.

Speaker speaker_0: All righty, and I have your phone number as 602-315-4290.

Speaker speaker_1: That's it. Correct.

Speaker speaker_0: I have... Your email address is lbohmccguire1966@gmail.com?

Speaker speaker_1: Yup, @gmail.com, yes.

Speaker speaker_0: All righty. So, you were enrolled in coverage, and today you did become active. Um, I can request a physical copy be sent to you, but normally-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... the... Automatically, they send out virtual copies. Um, but I can definitely get one requested for you to get sent to you physical, and it'll take about seven to ten business days to arrive.

Speaker speaker_1: Yes, I would like that. Yes, I'd... I would like a, uh, physical copies as well.

Speaker speaker_0: All righty. So your dental and vision card should arrive by the end of this week, and then your medical will take seven to ten business days.

Speaker speaker_1: Okay. I appreciate that. Thank you very much.

Speaker speaker_0: No problem. Thank you so much for calling in early today.

Speaker speaker_1: Yup, you too. Bye.