

## **Transcript: Pearl**

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### **Full Transcript**

Hi there. Good morning, or good afternoon. Thank you for calling Benefit in a Card. My name is Pearl Wood. I love what I was just speaking with? Ashley Brown. How can I assist you, Ms. Brown? Um, I'm just calling to verify my insurance. I'm at the doctor's office, and they had a couple questions. Okay. Um, do you know what in- what plan you have? Um, it's the PPO plan. All right. Does it, does your card say APL on it or does it say 90 degrees? 90 degrees. Okay. Bear with me one moment. Let me get you over to the insurance carrier. Um... and then you're going to choose option one, okay? Okay. All right. Thank you so much for calling. You have a great day.

### **Conversation Format**

Speaker speaker\_0: Hi there. Good morning, or good afternoon. Thank you for calling Benefit in a Card. My name is Pearl Wood. I love what I was just speaking with?

Speaker speaker\_1: Ashley Brown.

Speaker speaker\_0: How can I assist you, Ms. Brown?

Speaker speaker\_1: Um, I'm just calling to verify my insurance. I'm at the doctor's office, and they had a couple questions.

Speaker speaker\_0: Okay. Um, do you know what in- what plan you have?

Speaker speaker\_1: Um, it's the PPO plan.

Speaker speaker\_0: All right. Does it, does your card say APL on it or does it say 90 degrees?

Speaker speaker\_1: 90 degrees.

Speaker speaker\_0: Okay. Bear with me one moment. Let me get you over to the insurance carrier. Um... and then you're going to choose option one, okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. Thank you so much for calling. You have a great day.