

Transcript: Pearl

Rojas-6124869503205376-5147662706327552

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who else was I speaking with? Um, Debbie. And how can I assist you? I need to know, I'm trying to see if y'all carry, um, burial insurance. I'm sorry, what insurance? Burial. Like if you're gonna die and you need buried. Mm-hmm. Um, not that I'm aware of. It's only life. Um, we do, like... Yeah, we do, like, life insurance, um, critical illness, group accident, but not burial. Do y'all do... So say that you've been diagnosed with a, a critical illness. Um, do y'all have a type of insurance that, um, you can purchase with that illness? Um, I believe it's the, uh, it's with, mm, um, non-preexisting conditions. Let me give you two over to an insurance company and you can confirm those details, okay? Okay. Thank you. No problem. Give me one moment. 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: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who else was I speaking with?

Speaker speaker_2: Um, Debbie.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: I need to know, I'm trying to see if y'all carry, um, burial insurance.

Speaker speaker_1: I'm sorry, what insurance?

Speaker speaker_2: Burial. Like if you're gonna die and you need buried.

Speaker speaker_1: Mm-hmm. Um, not that I'm aware of.

Speaker speaker_2: It's only life.

Speaker speaker_1: Um, we do, like... Yeah, we do, like, life insurance, um, critical illness, group accident, but not burial.

Speaker speaker_2: Do y'all do... So say that you've been diagnosed with a, a critical illness. Um, do y'all have a type of insurance that, um, you can purchase with that illness?

Speaker speaker_1: Um, I believe it's the, uh, it's with, mm, um, non-preexisting conditions. Let me give you two over to an insurance company and you can confirm those details, okay?

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: No problem. Give me one moment. Thank you so much for calling. You have a great day.

Speaker speaker_2: You too.