

## Transcript: Pearl

**Rojas-6231625088286720-5598156201050112**

### Full Transcript

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Uh, hello. This is Marshall Malacy. Uh, yes, this is you. Um, I work, uh, at Surge and I know I, uh, get benefits through this program. Um, but I, I never received my card in the mail. Okay. Or it got lost in the mail, or, I, I don't know. But, um, I recently went to, uh, the hospital because, uh, I, I know I have coverage, just I don't have the actual card but I, I needed to get the information for it. Okay. What are the last four digits of your social? Last four digits? 6599. All righty, and your address, date of birth? Uh, 1725 Watson Road, Apartment F, and February 2nd, 2001. All righty. And what's the city and state there? What was that? The city and state? Uh, Heath, Ohio. All righty. And that'd be phone number 740-975-2030? Yeah. Can I have your email address as marshallm2022@outlook.com? As marshallsm2022? Yeah, marshalsm. Yeah. All righty. And you said you just need your copy of your benefit card, correct? Yeah. Okay. So the plan that you're in, it's called the MDC TelRx. That plan is for preventative health only. It won't cover you towards the doctor or ER. Okay. But if you want to- All right. I'd still- ... send over the card? ... like to get that informa... Yeah, I'd, I'd still like to get that information. Yeah. Okay. I'll go ahead and get you a copy sent over. It's gonna come from info@benefitsinacard.com. It should go to your inbox. Okay. If you don't see it in your inbox, check out of spam or junk folders. And it'll be just a couple moments while I download that and get it sent to you. Okay? All right. Thank you. No problem. Is there anything else I can assist you with today? Not as well. Thank you so much for calling. You have a great day. You too. Thank you.

### Conversation Format

Speaker speaker\_0: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker\_1: Uh, hello. This is Marshall Malacy.

Speaker speaker\_0: Uh, yes, this is you.

Speaker speaker\_1: Um, I work, uh, at Surge and I know I, uh, get benefits through this program. Um, but I, I never received my card in the mail.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Or it got lost in the mail, or, I, I don't know. But, um, I recently went to, uh, the hospital because, uh, I, I know I have coverage, just I don't have the actual card but I, I

needed to get the information for it.

Speaker speaker\_0: Okay. What are the last four digits of your social?

Speaker speaker\_1: Last four digits? 6599.

Speaker speaker\_0: All righty, and your address, date of birth?

Speaker speaker\_1: Uh, 1725 Watson Road, Apartment F, and February 2nd, 2001.

Speaker speaker\_0: All righty. And what's the city and state there?

Speaker speaker\_1: What was that?

Speaker speaker\_0: The city and state?

Speaker speaker\_1: Uh, Heath, Ohio.

Speaker speaker\_0: All righty. And that'd be phone number 740-975-2030?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Can I have your email address as marshallm2022@outlook.com?

Speaker speaker\_1: As marshallsm2022?

Speaker speaker\_0: Yeah, marshalsm.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: All righty. And you said you just need your copy of your benefit card, correct?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. So the plan that you're in, it's called the MDC TelRx. That plan is for preventative health only. It won't cover you towards the doctor or ER.

Speaker speaker\_1: Okay.

Speaker speaker\_0: But if you want to-

Speaker speaker\_1: All right. I'd still-

Speaker speaker\_0: ... send over the card?

Speaker speaker\_1: ... like to get that informa... Yeah, I'd, I'd still like to get that information. Yeah.

Speaker speaker\_0: Okay. I'll go ahead and get you a copy sent over. It's gonna come from info@benefitsinacard.com. It should go to your inbox.

Speaker speaker\_1: Okay.

Speaker speaker\_0: If you don't see it in your inbox, check out of spam or junk folders. And it'll be just a couple moments while I download that and get it sent to you. Okay?

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: No problem. Is there anything else I can assist you with today?

Speaker speaker\_1: Not as well.

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

Speaker speaker\_1: You too. Thank you.