

Transcript: Pearl

Rojas-6237209052626944-5115958800203776

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? Alex Able. And how can I assist you? Yes, ma'am. Um, I called earlier. I spoke to a representative, and he was able to pull my digital card for dental and vision. Um, but he attempted to get the medical, but I guess there was something wrong with the, the system, um, where he couldn't get it. But he called them, and they said that they would email it to me. But I haven't received an email from them, so I was trying to follow up real quick because I, I need that card as well. Okay. He said he was gonna e- call the insurance carrier or reach out to our main office? No, he called the carrier. Okay, what's the name of the staff agency you work for? MAU. And the last four digits of your social? 8075. And if you can confirm your actual date of birth. So 128 Ancestry Lane, Moncks Corner, South Carolina 29461. Date of birth's 10/13/87. All righty. Now have you dialed in, in fact, 843-826-9254? Yes, ma'am. And I have your email address as alexable00@gmail.com? Yes, ma'am. Oh, so yeah. I see that you gave us a call, and they weren't ready. And you were advised to give us a call back today or tomorrow, to see if they can get those sent digitally. Well, no. No. I, I received the dental and vision. The representative earlier that I called, um, I called you guys. Mm-hmm. The representative earlier gave me... He sent me my dental and vision already. Uh- Okay. Let me actually put you on a brief hold 'cause then there's no notations on... There's no notes on the account showing which cards you were sent. So there's a way to see who would... you spoke to. So if you give me one moment while I reach out to him and see what happens with that card. Well, I mean, we can wait if that's okay. Okay. All righty. I'll go ahead and get, reach out to him. Just bear with me one moment. Yes, ma'am. Thank you so much for, for ... calling, Mr. Able. So yes, they did reach out to the insurance company to get that sent to them, because we're having issues with their site. Um, but it's just a question of waiting for them to actually send it to you. Um, I can give you their phone number, and you can try calling... see if you could try calling them and see if they're, they can get that to you faster? Um, but he did reach out to them to have that sent. No, no. Yeah. Sorry. Could, could you give me the phone number so then I can do it from mine? Of course. Put it, um... Whenever you're ready. Hang on. I'm just gonna pull my notes up on my phone here. So again, what is the phone number? That phone number is 800- Uh-huh. ... 833-4891. Okay, 4291. All right. All right. I really appreciate that. No problem. Thank you so much for calling. You have a great day. You too. Thank you so much. Bye-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: Alex Able.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Yes, ma'am. Um, I called earlier. I spoke to a representative, and he was able to pull my digital card for dental and vision. Um, but he attempted to get the medical, but I guess there was something wrong with the, the system, um, where he couldn't get it. But he called them, and they said that they would email it to me. But I haven't received an email from them, so I was trying to follow up real quick because I, I need that card as well.

Speaker speaker_0: Okay. He said he was gonna e- call the insurance carrier or reach out to our main office?

Speaker speaker_1: No, he called the carrier.

Speaker speaker_0: Okay, what's the name of the staff agency you work for?

Speaker speaker_1: MAU.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: 8075.

Speaker speaker_0: And if you can confirm your actual date of birth.

Speaker speaker_1: So 128 Ancestry Lane, Moncks Corner, South Carolina 29461. Date of birth's 10/13/87.

Speaker speaker_0: All righty. Now have you dialed in, in fact, 843-826-9254?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have your email address as alexable00@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Oh, so yeah. I see that you gave us a call, and they weren't ready. And you were advised to give us a call back today or tomorrow, to see if they can get those sent digitally.

Speaker speaker_1: Well, no. No. I, I received the dental and vision. The representative earlier that I called, um, I called you guys.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: The representative earlier gave me... He sent me my dental and vision already. Uh-

Speaker speaker_0: Okay. Let me actually put you on a brief hold 'cause then there's no notations on... There's no notes on the account showing which cards you were sent. So there's a way to see who would... you spoke to. So if you give me one moment while I reach

out to him and see what happens with that card.

Speaker speaker_1: Well, I mean, we can wait if that's okay.

Speaker speaker_0: Okay. All righty. I'll go ahead and get, reach out to him. Just bear with me one moment.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Thank you so much for, for ... calling, Mr. Able. So yes, they did reach out to the insurance company to get that sent to them, because we're having issues with their site. Um, but it's just a question of waiting for them to actually send it to you. Um, I can give you their phone number, and you can try calling... see if you could try calling them and see if they're, they can get that to you faster? Um, but he did reach out to them to have that sent.

Speaker speaker_1: No, no. Yeah. Sorry. Could, could you give me the phone number so then I can do it from mine?

Speaker speaker_0: Of course. Put it, um... Whenever you're ready.

Speaker speaker_1: Hang on. I'm just gonna pull my notes up on my phone here. So again, what is the phone number?

Speaker speaker_0: That phone number is 800-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... 833-4891.

Speaker speaker_1: Okay, 4291. All right. All right. I really appreciate that.

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

Speaker speaker_1: You too. Thank you so much. Bye-bye.