Transcript: Pearl Rojas-6367793659822080-5347047730888704

Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who else was I speaking with? Uh, Cynthia Stubbs. And how can I assist you? Yes, I was calling back to check the status of the medical card, the multi-plan. Okay. What's the name of the staffing agency you work for? It was for Crown Staffing Services. And the last four digits of your social? 6663. This my husband's. All righty. And are you a dependent on the account? I don't know if, if I am or not. Okay. So, in order to access that account, I will need to speak to him. When you get a minute, David. Hello? When you get a minute, come and get the phone. It'll be a minute. Hold on. Okay, here he is. All righty. Hello? Hi, sir. Uh- Hello? I just need... Hi, my name is Pearl with Benefits in a Card. I just need you to authorize me to speak with your wife about your coverage. Sure. Okay. Um, if you could just confirm your name and, uh, date of birth. David L. Stubbs. 4/7/'63. And if you can verify your address. Uh, 1917 2nd Street. And the city and state? Where 2nd Street, huh? I'm sorry. That's fine and the city and state? Okay. Oh, I'm sorry. Uh, Owensboro, Kentucky. 42301. All right. All right, thank you so much for the information. I can go ahead and speak with your wife. All right. You, too. Okay. All right, so we're here taking a look at the account. He's not enrolled in coverage. He's got what? He's not enrolled in coverage. Oh, okay because we wanted to see, should we throw this card away since it was still in his wallet. We wasn't sure whether it was active or not. Okay, yep. It's not active. You can toss it if you don't... If you like. Okay. Well, that's all we wanted. Thank you very much, ma'am, for your time. No problem to you. Thanks for calling. Have a great day. You, too. Bye-bye.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who else was I speaking with?

Speaker speaker_1: Uh, Cynthia Stubbs.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Yes, I was calling back to check the status of the medical card, the multi-plan.

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

Speaker speaker_1: It was for Crown Staffing Services.

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

Speaker speaker_1: 6663. This my husband's.

Speaker speaker_0: All righty. And are you a dependent on the account?

Speaker speaker_1: I don't know if, if I am or not.

Speaker speaker_0: Okay. So, in order to access that account, I will need to speak to him.

Speaker speaker_1: When you get a minute, David.

Speaker speaker_2: Hello?

Speaker speaker_1: When you get a minute, come and get the phone. It'll be a minute. Hold on. Okay, here he is.

Speaker speaker_0: All righty.

Speaker speaker_2: Hello?

Speaker speaker_0: Hi, sir. Uh-

Speaker speaker_2: Hello?

Speaker speaker_0: I just need... Hi, my name is Pearl with Benefits in a Card. I just need you to authorize me to speak with your wife about your coverage.

Speaker speaker_2: Sure.

Speaker speaker_0: Okay. Um, if you could just confirm your name and, uh, date of birth.

Speaker speaker_2: David L. Stubbs. 4/7/'63.

Speaker speaker_0: And if you can verify your address.

Speaker speaker_2: Uh, 1917 2nd Street.

Speaker speaker_0: And the city and state?

Speaker speaker_2: Where 2nd Street, huh? I'm sorry.

Speaker speaker_0: That's fine and the city and state?

Speaker speaker_2: Okay. Oh, I'm sorry. Uh, Owensboro, Kentucky. 42301.

Speaker speaker_0: All right. All right, thank you so much for the information. I can go ahead and speak with your wife.

Speaker speaker_2: All right. You, too. Okay.

Speaker speaker_0: All right, so we're here taking a look at the account. He's not enrolled in coverage.

Speaker speaker_1: He's got what?

Speaker speaker_0: He's not enrolled in coverage.

Speaker speaker_1: Oh, okay because we wanted to see, should we throw this card away since it was still in his wallet. We wasn't sure whether it was active or not.

Speaker speaker_0: Okay, yep. It's not active. You can toss it if you don't... If you like.

Speaker speaker_1: Okay. Well, that's all we wanted. Thank you very much, ma'am, for your time.

Speaker speaker_0: No problem to you. Thanks for calling. Have a great day.

Speaker speaker_1: You, too. Bye-bye.