

Transcript: Pearl

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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 ■ Hi. ... who does it look like you're speaking with? Yeah, my name's Levi but, um, I'm calling for my mom. Um, her name is Mary Ann Watts. Okay. Um... Uh, how can I assist you? Hello? Yes, I'm here. Sorry. H- hello. Uh... How can I assist you? Oh, yeah. So, my mom is trying to, um, figure out your ca- uh, your coverage for your insu- um, for your insurance. I'm just, um... she's asking me, um, kind of to ask about, like, what, what, what does your coverage, um, in, um... kind of like, you know, what covers, um, y- your health insurance and stuff? Is that... Uh... Okay. So it de- it depends on what plan she chooses. Um, what is the name of the staffing agency she works for? Wagner. Wagner? I can send you guys a copy of the benefit guide. It'll show the plans that are offered, how much they cover for each service, and what it will cost her a week. Okay. Um, you said you'll, you'll send it to her? Yeah, I'll send it to her email. What is her email address? 91... Um, Mary Ann, M-A-R-Y A-N-N, Watts, W-A-T-T-S. 304... 3-3-0-4. yahoo.com. @yahoo.com. All right. I'll go ahead and get that sent over. And then, if she decides on wanting to enroll, um, she can just give us a call back here at this number. Um, and if she- Okay. ... decides that she doesn't want the coverage either, she does need to call to decline still, okay? Okay. Gotcha. All right. Thank you. No problem. Thank you so much for calling. You have a great day. You too. Bye.

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 ■

Speaker speaker_2: Hi.

Speaker speaker_1: ... who does it look like you're speaking with?

Speaker speaker_2: Yeah, my name's Levi but, um, I'm calling for my mom. Um, her name is Mary Ann Watts.

Speaker speaker_1: Okay.

Speaker speaker_2: Um...

Speaker speaker_1: Uh, how can I assist you? Hello?

Speaker speaker_2: Yes, I'm here. Sorry.

Speaker speaker_1: H- hello.

Speaker speaker_2: Uh...

Speaker speaker_1: How can I assist you?

Speaker speaker_2: Oh, yeah. So, my mom is trying to, um, figure out your ca- uh, your coverage for your insu- um, for your insurance. I'm just, um... she's asking me, um, kind of to ask about, like, what, what, what does your coverage, um, in, um... kind of like, you know, what covers, um, y- your health insurance and stuff? Is that... Uh...

Speaker speaker_1: Okay. So it de- it depends on what plan she chooses. Um, what is the name of the staffing agency she works for?

Speaker speaker_2: Wagner.

Speaker speaker_1: Wagner? I can send you guys a copy of the benefit guide. It'll show the plans that are offered, how much they cover for each service, and what it will cost her a week.

Speaker speaker_2: Okay. Um, you said you'll, you'll send it to her?

Speaker speaker_1: Yeah, I'll send it to her email. What is her email address?

Speaker speaker_3: 91...

Speaker speaker_2: Um, Mary Ann, M-A-R-Y A-N-N, Watts, W-A-T-T-S.

Speaker speaker_3: 304...

Speaker speaker_2: 3-3-0-4.

Speaker speaker_3: yahoo.com.

Speaker speaker_2: @yahoo.com.

Speaker speaker_1: All right. I'll go ahead and get that sent over. And then, if she decides on wanting to enroll, um, she can just give us a call back here at this number. Um, and if she-

Speaker speaker_2: Okay.

Speaker speaker_1: ... decides that she doesn't want the coverage either, she does need to call to decline still, okay?

Speaker speaker_2: Okay. Gotcha. All right. Thank you.

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

Speaker speaker_2: You too. Bye.