

Transcript: Pearl

Rojas-6485771163189248-4665821100425216

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who else is there speaking with? Yeah, this is William Elston. Uh, I was wondering when, when I'm going to get my insurance card, because I have... I'm paying for it, but I haven't received it yet. Okay, what's the name of the staffing agency you work for? Uh, Hamilton Riker. Hamilton Riker. And the last four digits of your Social? 3489. 3489. Yes, ma'am. Okay. And if you can verify your address and date of birth for me. Okay, my address is 3200 Loch Ness Drive, Apartment 114. That's in Lexington, Kentucky 40517. My date of birth, 12/13/1977. Okay, and your phone number has 205-396-9682? Yes, ma'am. And I have your email address as V-O-N-C-H-E-E79@yahoo.com? Yes, ma'am. And you haven't received any of your cards at all? I haven't seen na- not n- not now one. And I've been paying, I've been paying for it, but they hadn't, uh, they haven't sent them yet. Okay, well, sir, I do show you're active. I can get you sent... I can get you copies sent to your email if you like. Ma'am? I can get you copies of your card sent to your email if you like. My email? Yes, I can send a copy of your cards to your email. Okay. Okay, would I, would I get a copy in the mail? Um, you should receive dental, vision and preventative health in the mail. 'Cause you have been active for a bit already. Um, is there... Give me one moment. Let me... Three two hundred apartment. Wait, repeat the, the, uh, street name for me? Uh, 3200 Loch Ness Drive, Apartment 114. That's in Lexington, Kentucky 40517. Okay, and Loch Ness is one word, right? It should be L-O- L-O-T-H. Uh... Yes, ma'am. That's one, yeah. It's one word? Yeah, Loch Ness. Mm-hmm. Loch Ness Drive. Give me one moment. It could be that your card is... I'm seeing corrected stage. There we go, okay. Here it's, it's spelled wrong in our system. It could be why. If you'd like I can request physicals be sent out but it will take seven to 10, seven to 10 business days for them to arrive. Okay, well, how, how does that spell it in, in the computer? Um, they had it just two words. They had L-O-C-H space N-E-S-S. Oh, no, it's just one word. Okay, well- I fixed that. I can get them sent to your address if you like, or the apartment, or the email. However you prefer. Uh, you can just send... Uh, send one in the email, then just send me one in the mail too because yeah, it's only going to take 10 days. I, I, I can... Seven to 10 days, I think I can, I can wait seven to 10 days. Okay, I'll go ahead and get them sent both ways. And the email is going to come from info@benefitsinacard.com. They should go to your inbox. If you don't see them in your inbox, check your spam or junk folder. Okay. Well- It may be just one moment- So hold on- ... 'cause I do have to mail out all the cards. Okay, so it, it'll take, uh, from the other call to be in, like seven to 10 days? Yes, sir. Okay. Okay. So I should receive that next week then. Any questions? I should receive them next week some time then. Um, between next week and the week after. So it's seven to 10 business days. Oh, okay. Okay. Okay. Okay. Do you have any questions? So how many cards... So how many cards I got coming? How many coming in the mail? About three? Three of them? Four. My dental, vision, and... Four? Okay.

Mm-hmm. Okay. Okay then. That'll be it. All right. Thank you so much for calling. You have a great day. Uh-huh.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who else is there speaking with?

Speaker speaker_1: Yeah, this is William Elston. Uh, I was wondering when, when I'm going to get my insurance card, because I have... I'm paying for it, but I haven't received it yet.

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

Speaker speaker_1: Uh, Hamilton Riker.

Speaker speaker_0: Hamilton Riker. And the last four digits of your Social?

Speaker speaker_1: 3489.

Speaker speaker_0: 3489.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And if you can verify your address and date of birth for me.

Speaker speaker_1: Okay, my address is 3200 Loch Ness Drive, Apartment 114. That's in Lexington, Kentucky 40517. My date of birth, 12/13/1977.

Speaker speaker_0: Okay, and your phone number has 205-396-9682?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have your email address as V-O-N-C-H-E-E79@yahoo.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And you haven't received any of your cards at all?

Speaker speaker_1: I haven't seen na- not n- not now one. And I've been paying, I've been paying for it, but they hadn't, uh, they haven't sent them yet.

Speaker speaker_0: Okay, well, sir, I do show you're active. I can get you sent... I can get you copies sent to your email if you like.

Speaker speaker_1: Ma'am?

Speaker speaker_0: I can get you copies of your card sent to your email if you like.

Speaker speaker_1: My email?

Speaker speaker_0: Yes, I can send a copy of your cards to your email.

Speaker speaker_1: Okay. Okay, would I, would I get a copy in the mail?

Speaker speaker_0: Um, you should receive dental, vision and preventative health in the mail. 'Cause you have been active for a bit already. Um, is there... Give me one moment. Let me... Three two hundred apartment. Wait, repeat the, the, uh, street name for me?

Speaker speaker_1: Uh, 3200 Loch Ness Drive, Apartment 114. That's in Lexington, Kentucky 40517.

Speaker speaker_0: Okay, and Loch Ness is one word, right? It should be L-O-

Speaker speaker_1: L-O-T-H.

Speaker speaker_0: Uh...

Speaker speaker_1: Yes, ma'am. That's one, yeah.

Speaker speaker_0: It's one word?

Speaker speaker_1: Yeah, Loch Ness. Mm-hmm. Loch Ness Drive.

Speaker speaker_0: Give me one moment. It could be that your card is... I'm seeing corrected stage. There we go, okay. Here it's, it's spelled wrong in our system. It could be why. If you'd like I can request physicals be sent out but it will take seven to 10, seven to 10 business days for them to arrive.

Speaker speaker_1: Okay, well, how, how does that spell it in, in the computer?

Speaker speaker_0: Um, they had it just two words. They had L-O-C-H space N-E-S-S.

Speaker speaker_1: Oh, no, it's just one word. Okay, well-

Speaker speaker_0: I fixed that. I can get them sent to your address if you like, or the apartment, or the email. However you prefer.

Speaker speaker_1: Uh, you can just send... Uh, send one in the email, then just send me one in the mail too because yeah, it's only going to take 10 days. I, I, I can... Seven to 10 days, I think I can, I can wait seven to 10 days.

Speaker speaker_0: Okay, I'll go ahead and get them sent both ways. And the email is going to come from info@benefitsinacard.com. They should go to your inbox. If you don't see them in your inbox, check your spam or junk folder.

Speaker speaker_1: Okay. Well-

Speaker speaker_0: It may be just one moment-

Speaker speaker_1: So hold on-

Speaker speaker_0: ... 'cause I do have to mail out all the cards.

Speaker speaker_1: Okay, so it, it'll take, uh, from the other call to be in, like seven to 10 days?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. Okay. So I should receive that next week then.

Speaker speaker_0: Any questions?

Speaker speaker_1: I should receive them next week some time then.

Speaker speaker_0: Um, between next week and the week after. So it's seven to 10 business days.

Speaker speaker_1: Oh, okay. Okay. Okay. Okay.

Speaker speaker_0: Do you have any questions?

Speaker speaker_1: So how many cards... So how many cards I got coming? How many coming in the mail? About three? Three of them?

Speaker speaker_0: Four.

Speaker speaker_1: My dental, vision, and... Four? Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay. Okay then. That'll be it.

Speaker speaker_0: All right. Thank you so much for calling. You have a great day.

Speaker speaker_1: Uh-huh.