

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who did I have the pleasure of speaking with? Uh, my name is Kendall Pyles, P-Y-L-E-S. And how can I assist you? Um, I was trying to see if y'all can email me or provide me with my policy number. Okay. What- It says here 72 hours, but... 'Cause I think it got active Monday. I need the policy number to, um, give to my doctor. Okay, what's the name of the staff agency you work for? Um, TRC. And the last four digits of your Social? 6261. Okay. And if you could verify your address and date of birth. 2590 Magnolia Street, Orangeburg, South Carolina. Um, June 20th, 1985. Can I have your phone number? It's 378-0127? Mm-hmm. Okay. Yeah, that's correct. And you said, your email... And I have your email that says kpyles26@me.com? Mm-hmm. And you said you just need a copy of your benefit card, correct? Yeah. Okay, let me take a look if that's ready for you. All righty, your card is ready to be sent to you. This in- email's gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder. And it'll be just one moment while I get that sent. Oh, repeat that one more time. What, what did you say? It's gonna go to... It's gonna come... It's gonna come from info@benefitsinacard.com. Okay. To my email, right? Yes. All right. If you don't see it in your inbox, try your spam or junk folder. Do you have any other questions? Uh, no, ma'am. That's it. Um, do y'all have like a, a network, y'all, uh, being? Like, I can sh- if I can tell if it's y'all um, Singleton Health Center, um, y'all cover Singleton Health Center? I am not sure. We work with various different states, so we don't have a list. But there's a phone number on that card that you can call, or a website as well, that you can go to and they'll give you a list of, of providers in your area. All right. Is there anything other I can assist you with today? No, ma'am. That's it. Thank you so much for calling. You have a great day. Thank you. You too, soon. Bye-bye.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who did I have the pleasure of speaking with?

Speaker speaker_1: Uh, my name is Kendall Pyles, P-Y-L-E-S.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I was trying to see if y'all can email me or provide me with my policy number.

Speaker speaker_0: Okay. What-

Speaker speaker_1: It says here 72 hours, but... 'Cause I think it got active Monday. I need the policy number to, um, give to my doctor.

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

Speaker speaker_1: Um, TRC.

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

Speaker speaker_1: 6261.

Speaker speaker_0: Okay. And if you could verify your address and date of birth.

Speaker speaker_1: 2590 Magnolia Street, Orangeburg, South Carolina. Um, June 20th, 1985.

Speaker speaker_0: Can I have your phone number? It's 378-0127?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah, that's correct.

Speaker speaker_0: And you said, your email... And I have your email that says kpyles26@me.com?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And you said you just need a copy of your benefit card, correct?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, let me take a look if that's ready for you. All righty, your card is ready to be sent to you. This in- email's gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder. And it'll be just one moment while I get that sent.

Speaker speaker_1: Oh, repeat that one more time. What, what did you say?

Speaker speaker_0: It's gonna go to... It's gonna come... It's gonna come from info@benefitsinacard.com.

Speaker speaker_1: Okay. To my email, right?

Speaker speaker_0: Yes.

Speaker speaker_1: All right.

Speaker speaker_0: If you don't see it in your inbox, try your spam or junk folder. Do you have any other questions?

Speaker speaker_1: Uh, no, ma'am. That's it. Um, do y'all have like a, a network, y'all, uh, being? Like, I can sh- if I can tell if it's y'all um, Singleton Health Center, um, y'all cover

Singleton Health Center?

Speaker speaker_0: I am not sure. We work with various different states, so we don't have a list. But there's a phone number on that card that you can call, or a website as well, that you can go to and they'll give you a list of, of providers in your area.

Speaker speaker_1: All right.

Speaker speaker_0: Is there anything other I can assist you with today?

Speaker speaker_1: No, ma'am. That's it.

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

Speaker speaker_1: Thank you. You too, soon.

Speaker speaker_0: Bye-bye.