

Transcript: VICTORIA

Taylor-6051539916865536-6364242417991680

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hey. Good afternoon, Victoria. How are you doing? Good. How are you? Hey, this is Mr. Pernell. I'm trying to get some information from you guys. Only thing I see that y'all have gave me was, what is vision and dental. And I applied for all three, medical, vision and dental. Okay. Uh, what is the name of the agency you work for? Uh, Own Plus Staffing. And the last four of your Social? 5516. And your first name? Zachary. Okay. Do you mind verifying your address and date of birth? 519 Capitol Park Way, 85779. Your phone number is, uh, 334-801-4732? Yes. And then email is zacharypernell7@gmail.com? Yes. Okay. So typically, the medical ID card, the plan that you're enrolled into, that's typically emailed to you. Have you checked your email? No, we checked the email this morning. I'm guessing something's not being made clear. Hey, can you send the information to this email address right here? 'Cause we trying to pull this stuff up and we... Oh, Lord. Okay. Give me just a few minutes. I'm gonna look up all of your ID cards and send that to you. I'll be right back. Okay. This is what you do now. You don't go there when it's cold. You play with the fireman. You don't want no what? To the party. Is y'all one way or you look? If I come some or... Hey, hey. Yeah, yeah. Hey, get outta the way. Hey, get the fuck outta the way. Get the fuck outta the way. Hey, hey. Nigga, get the fuck, get the fuck, get the fuck away from the car. Nigga. Nigga. Nigga, get the fuck, get the fuck outta the way. Nigga. Get the fuck, nigga. Nigga. Nigga. Hey, get the fuck, get the fuck outta the way. Nigga. Get the fuck away from the car. Nigga. I don't know he was here when I got here. Who dead? The nigga that went right next to us. Shot his ass. Hey. I'll be... Oh, yeah. Yeah, I think they're alive. Hey, I love you. Hello? Hello? Get this one. You see? Hello? Hello? All righty, thank you so much for holding. So I just sent the email to you. Yeah, she sent email too. A- ain't no way she could forward it to me? Excuse me. Um, I can't. I mean, I would just need his permission to forward it to your email. Yes, she can forward it to her email. Okay, um, let's see. Give me one second. Here. Okay, what's your email address? Chiquita, C-H-I-Q-U-I-T, A as in apple, Goldsmith, G-O-L-D-S-M-I-T-H, the letter 15, @gmail.com. Okay, so it has C-H-I-Q-U-I-T-A, and then goldsmith15@gmail.com? Yes, ma'am. All right. Just forwarded that to you, so you should get it here in a few seconds. Come through. Do it say it came through? Yeah, it says that sent. Okay. Uh, make sure to check your junk and spam. Sometimes it does go there. I did check both. Yeah, on my end it sent to both emails, his email and your email. Oh, okay. Yes, ma'am, I got it. All righty. So there's gonna be an attachment for his medical card. There's also gonna be an attachment for his dental, his vision, and I also attached a copy of the benefits guide for his employer. Um, and then in the body of the email I provided some instructions on how he can find in-network providers for each, and then I also included the name of the plans that he's enrolled into. Okay, yes, ma'am. Yes, ma'am. Was there anything else? No, ma'am. That's it. All righty. You have a

wonderful day. You, too. Thank you. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Hey. Good afternoon, Victoria. How are you doing?

Speaker speaker_0: Good. How are you?

Speaker speaker_1: Hey, this is Mr. Pernell. I'm trying to get some information from you guys. Only thing I see that y'all have gave me was, what is vision and dental. And I applied for all three, medical, vision and dental.

Speaker speaker_0: Okay. Uh, what is the name of the agency you work for?

Speaker speaker_1: Uh, Own Plus Staffing.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 5516.

Speaker speaker_0: And your first name?

Speaker speaker_1: Zachary.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: 519 Capitol Park Way, 85779.

Speaker speaker_0: Your phone number is, uh, 334-801-4732?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is zacharypernell7@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So typically, the medical ID card, the plan that you're enrolled into, that's typically emailed to you. Have you checked your email?

Speaker speaker_1: No, we checked the email this morning.

Speaker speaker_2: I'm guessing something's not being made clear.

Speaker speaker_1: Hey, can you send the information to this email address right here? 'Cause we trying to pull this stuff up and we... Oh, Lord.

Speaker speaker_0: Okay. Give me just a few minutes. I'm gonna look up all of your ID cards and send that to you. I'll be right back.

Speaker speaker_1: Okay. This is what you do now. You don't go there when it's cold. You play with the fireman.

Speaker speaker_3: You don't want no what?

Speaker speaker_1: To the party.

Speaker speaker_3: Is y'all one way or you look? If I come some or... Hey, hey. Yeah, yeah. Hey, get outta the way. Hey, get the fuck outta the way. Get the fuck outta the way. Hey, hey. Nigga, get the fuck, get the fuck, get the fuck away from the car. Nigga. Nigga. Nigga, get the fuck, get the fuck outta the way. Nigga. Get the fuck, nigga. Nigga. Nigga. Hey, get the fuck, get the fuck outta the way. Nigga. Get the fuck away from the car. Nigga. I don't know he was here when I got here. Who dead?

Speaker speaker_1: The nigga that went right next to us.

Speaker speaker_3: Shot his ass.

Speaker speaker_1: Hey.

Speaker speaker_2: I'll be... Oh, yeah. Yeah, I think they're alive.

Speaker speaker_1: Hey, I love you.

Speaker speaker_2: Hello? Hello?

Speaker speaker_4: Get this one. You see?

Speaker speaker_2: Hello? Hello?

Speaker speaker_0: All righty, thank you so much for holding. So I just sent the email to you.

Speaker speaker_5: Yeah, she sent email too. A- ain't no way she could forward it to me?

Speaker speaker_6: Excuse me.

Speaker speaker_0: Um, I can't. I mean, I would just need his permission to forward it to your email.

Speaker speaker_6: Yes, she can forward it to her email.

Speaker speaker_0: Okay, um, let's see. Give me one second.

Speaker speaker_5: Here.

Speaker speaker_0: Okay, what's your email address?

Speaker speaker_5: Chiquita, C-H-I-Q-U-I-T, A as in apple, Goldsmith, G-O-L-D-S-M-I-T-H, the letter 15, @gmail.com.

Speaker speaker_0: Okay, so it has C-H-I-Q-U-I-T-A, and then goldsmith15@gmail.com?

Speaker speaker_5: Yes, ma'am.

Speaker speaker_0: All right. Just forwarded that to you, so you should get it here in a few seconds.

Speaker speaker_5: Come through. Do it say it came through?

Speaker speaker_0: Yeah, it says that sent.

Speaker speaker_5: Okay.

Speaker speaker_0: Uh, make sure to check your junk and spam. Sometimes it does go there.

Speaker speaker_5: I did check both.

Speaker speaker_0: Yeah, on my end it sent to both emails, his email and your email.

Speaker speaker_5: Oh, okay. Yes, ma'am, I got it.

Speaker speaker_0: All righty. So there's gonna be an attachment for his medical card. There's also gonna be an attachment for his dental, his vision, and I also attached a copy of the benefits guide for his employer. Um, and then in the body of the email I provided some instructions on how he can find in-network providers for each, and then I also included the name of the plans that he's enrolled into.

Speaker speaker_5: Okay, yes, ma'am.

Speaker speaker_6: Yes, ma'am.

Speaker speaker_0: Was there anything else?

Speaker speaker_6: No, ma'am. That's it.

Speaker speaker_0: All righty. You have a wonderful day.

Speaker speaker_5: You, too. Thank you.

Speaker speaker_0: Thank you. Bye-bye.