

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits in a Card on behalf of Para Services. Um, this is Pete with Mr. Jeremiah. Yeah, this is he. Hey, good morning. Um, we spoke yesterday about you wanting your cards, and I told you I was gonna email the main office. I finally got a hold of your policy number. Yeah, I, I kind of already kind of dealt with all that. Pretty much, uh, I pretty much didn't even have to do none of that, because honestly the, the insurance don't even cover the medicine I'm getting fully, so I still gotta pay outta pocket. So honestly, it don't really... I kind of just let it go. I can just say it tomorrow, so it's fine. Do you still want your policy number though? 'Cause I have, um, I have that policy number already. Um, I, I guess so. I don't know, I'll take it. And then we'll still send y- and we'll still send you your card, um, whenever we receive it. But that policy number's really the main thing that they ask for. Yeah, I'll, I'll take it. I just- You'll take it? Yeah. So, um, let me know when you're ready. I'm, I'm ready. So, you have GA508. Okay. The policy number is 2585209. Again, you have GA508 and the policy number is 2585209. Okay, got it. And then as, as soon as we get, um, that card available, um, we'll send it to you, and then I did put that request for the physical card to get mailed out to you as well. Okay. Yeah, that, that's fine. Thank you. You're welcome. I hope you have a great day and that you feel better. Okay, thank you. You too. Thank you. Bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hey, good afternoon. I'm calling from Benefits in a Card on behalf of Para Services. Um, this is Pete with Mr. Jeremiah.

Speaker speaker_2: Yeah, this is he.

Speaker speaker_1: Hey, good morning. Um, we spoke yesterday about you wanting your cards, and I told you I was gonna email the main office. I finally got a hold of your policy number.

Speaker speaker_2: Yeah, I, I kind of already kind of dealt with all that. Pretty much, uh, I pretty much didn't even have to do none of that, because honestly the, the insurance don't even cover the medicine I'm getting fully, so I still gotta pay outta pocket. So honestly, it don't really... I kind of just let it go. I can just say it tomorrow, so it's fine.

Speaker speaker_1: Do you still want your policy number though? 'Cause I have, um, I have that policy number already.

Speaker speaker_2: Um, I, I guess so. I don't know, I'll take it.

Speaker speaker_1: And then we'll still send y- and we'll still send you your card, um, whenever we receive it. But that policy number's really the main thing that they ask for.

Speaker speaker_2: Yeah, I'll, I'll take it. I just-

Speaker speaker_1: You'll take it?

Speaker speaker_2: Yeah.

Speaker speaker_1: So, um, let me know when you're ready.

Speaker speaker_2: I'm, I'm ready.

Speaker speaker_1: So, you have GA508.

Speaker speaker_2: Okay.

Speaker speaker_1: The policy number is 2585209. Again, you have GA508 and the policy number is 2585209.

Speaker speaker_2: Okay, got it.

Speaker speaker_1: And then as, as soon as we get, um, that card available, um, we'll send it to you, and then I did put that request for the physical card to get mailed out to you as well.

Speaker speaker_2: Okay. Yeah, that, that's fine. Thank you.

Speaker speaker_1: You're welcome. I hope you have a great day and that you feel better.

Speaker speaker_2: Okay, thank you. You too.

Speaker speaker_1: Thank you. Bye.

Speaker speaker_2: Bye.