

## **Transcript: Pamela**

**Blanc-4788045900595200-6642339041951744**

### **Full Transcript**

... if it's in accord with his family. Yeah, I'm speaking. How may I help you? Hi. Yes. Um, I signed up last week and I was just wondering, um, will I receive my card in the mail or is it sent by email? Some of them come through the mail, and, uh, the medical, sometimes they send it, depend on the plan, through email. Um- Okay. It does take seven to ten business days for them to arrive. Got it. Okay. And is that for both email and mail, or would I get the- Yes. ... would I get the email- Yeah. Okay. Okay. And you said the- the medical, sorry, you said the medical comes by... Um, it depends on the plan that you have, because if you have the preventive care, they do send it out physical, but it's- Got it. Okay. The other one, they will come to your email by a- from APL. Okay. Thank you so much. Thank you. Okay. Bye.

### **Conversation Format**

Speaker speaker\_0: ... if it's in accord with his family.

Speaker speaker\_1: Yeah, I'm speaking. How may I help you?

Speaker speaker\_2: Hi. Yes. Um, I signed up last week and I was just wondering, um, will I receive my card in the mail or is it sent by email?

Speaker speaker\_1: Some of them come through the mail, and, uh, the medical, sometimes they send it, depend on the plan, through email. Um-

Speaker speaker\_2: Okay.

Speaker speaker\_1: It does take seven to ten business days for them to arrive.

Speaker speaker\_2: Got it. Okay. And is that for both email and mail, or would I get the-

Speaker speaker\_1: Yes.

Speaker speaker\_2: ... would I get the email-

Speaker speaker\_1: Yeah.

Speaker speaker\_2: Okay. Okay. And you said the- the medical, sorry, you said the medical comes by...

Speaker speaker\_1: Um, it depends on the plan that you have, because if you have the preventive care, they do send it out physical, but it's-

Speaker speaker\_2: Got it. Okay.

Speaker speaker\_1: The other one, they will come to your email by a- from APL.

Speaker speaker\_2: Okay. Thank you so much.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Okay. Bye.