

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hudol. Who would I like to speak anyway? Uh, Daryl Marzette. And how can I assist you? Uh, I was, um, I was supposed to receive some insurance card, but I hadn't received them yet. Oh, have you seen the fir- have you seen the deduction on your payroll? Yeah. Okay, what's the name of the staffing agency you work for? Ma'am? What's the name of the staffing agency you work for? Um, uh, Rankin. Rankin. Lemme, lemme look at this paper. Hamilton Rankin. Okay, Hamilton Rankin. And what are the last four digits of your social? 6983. Can you repeat your name for me? Ma'am? Your name. Can you repeat your name for me? Daryl Marzette. Okay. And confirm your address and date of birth. Um, address is 501 High Street, Aberdeen, Mississippi. Date of birth's first 8, 1972. All righty. And I have your phone number as 662-436-34... Um, we are missing the last number. We have 34, four. Oh, I changed my num- Is that your phone number? No, I got my number changed. My number is 662- What was your section? 662-646- Yeah, yeah. ... 5401. All righty. And I have your email as darylmrz3@gmail.com? Yes. All righty. So, uh, we do have active coverage. You've been active for a bit. Um, so you haven't received any of your cards? No, ma'am. Okay. If you'd like, I can send you virtual copies to your residence. Yes, ma'am. Okay. Well, it's gonna come from... I'm sorry, would you like physical copies to your residence or e- uh, emailed versions to your email? I don't know if I said that correctly. Uh, send a copy to my, uh, resident. Okay. I'll go ahead and get those sent to you. It does take seven to 10 business days. Do you have any questions? Okay. If I wanted to use, go to the doctor today, how, what would I use? Um, you, I can send you copies to your email if you'd like and you can show them that, or you can give them our number and we can verify coverage for you. Well, send one to the, to my email 'cause my next day off. I was, you know, I, uh, I need to go to, you know, doctor's, get my blood pressure medicine and stuff. Okay, I'll go ahead and get those sent to you. They're gonna come from info@benefitsinacard.com. They should go to your inbox. If you don't see them in your inbox, try your spam or junk folder. Okay, thank you. No problem. Thank you so much for calling. You have a great day. Okay.

Conversation Format

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

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hudol. Who would I like to speak anyway?

Speaker speaker_2: Uh, Daryl Marzette.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Uh, I was, um, I was supposed to receive some insurance card, but I hadn't received them yet.

Speaker speaker_1: Oh, have you seen the fir- have you seen the deduction on your payroll?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay, what's the name of the staffing agency you work for?

Speaker speaker_2: Ma'am?

Speaker speaker_1: What's the name of the staffing agency you work for?

Speaker speaker_2: Um, uh, Rankin. Rankin. Lemme, lemme look at this paper. Hamilton Rankin.

Speaker speaker_1: Okay, Hamilton Rankin. And what are the last four digits of your social?

Speaker speaker_2: 6983.

Speaker speaker_1: Can you repeat your name for me?

Speaker speaker_2: Ma'am?

Speaker speaker_1: Your name. Can you repeat your name for me?

Speaker speaker_2: Daryl Marzette.

Speaker speaker_1: Okay. And confirm your address and date of birth.

Speaker speaker_2: Um, address is 501 High Street, Aberdeen, Mississippi. Date of birth's first 8, 1972.

Speaker speaker_1: All righty. And I have your phone number as 662-436-34... Um, we are missing the last number. We have 34, four.

Speaker speaker_2: Oh, I changed my num-

Speaker speaker_1: Is that your phone number?

Speaker speaker_2: No, I got my number changed. My number is 662-

Speaker speaker_1: What was your section?

Speaker speaker_2: 662-646-

Speaker speaker_1: Yeah, yeah.

Speaker speaker_2: ... 5401.

Speaker speaker_1: All righty. And I have your email as darylmrz3@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: All righty. So, uh, we do have active coverage. You've been active for a bit. Um, so you haven't received any of your cards?

Speaker speaker_2: No, ma'am.

Speaker speaker_1: Okay. If you'd like, I can send you virtual copies to your residence.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Well, it's gonna come from... I'm sorry, would you like physical copies to your residence or e- uh, emailed versions to your email? I don't know if I said that correctly.

Speaker speaker_2: Uh, send a copy to my, uh, resident.

Speaker speaker_1: Okay. I'll go ahead and get those sent to you. It does take seven to 10 business days. Do you have any questions?

Speaker speaker_2: Okay. If I wanted to use, go to the doctor today, how, what would I use?

Speaker speaker_1: Um, you, I can send you copies to your email if you'd like and you can show them that, or you can give them our number and we can verify coverage for you.

Speaker speaker_2: Well, send one to the, to my email 'cause my next day off. I was, you know, I, uh, I need to go to, you know, doctor's, get my blood pressure medicine and stuff.

Speaker speaker_1: Okay, I'll go ahead and get those sent to you. They're gonna come from info@benefitsinacard.com. They should go to your inbox. If you don't see them in your inbox, try your spam or junk folder.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_2: Okay.