

## **Transcript: Pearl**

**Rojas-4530298641235968-5062704213311488**

### **Full Transcript**

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl Hood. I have the pleasure of speaking with- Hi, Pearl. My name is Stanley Arnold. And how can I assist you? Uh, well, I applied for benefits. They've been taken out, but I, I, I never received no benefit card or anything for my, uh, health insurance, I guess. Okay. What's the name of the staffing agency you work for? What was that? The name of the staffing agency you work for? Oh, I work for, uh, GHG. It's under, uh, Nor Staffing, I believe. All righty. And the last four digits of your social? 0441. Hold on one second. Oh. Sorry about that. You're fine. And you said that was four- uh, 0441? Yes, ma'am. And if you can confirm your address and date of birth. Okay. My address is 31 Catlin Ave in Wilkes-Barre, Pennsylvania 18702. And my date of birth is 10-29-72. Okay. And I have your phone number as 570-846-7546? Yes, ma'am. I know your email address as stanarnoldjr@gmail.com? Yes, ma'am. All righty. So yes, I do have you enrolled in the free RX and the Leap Pro. Excuse me. And you said you didn't receive your card for your medical? No, I never received the card or nothing. Okay. It would have went to your email, but no worries, I can definitely get you another one sent, um, if that's what you like. Okay. Okay. That email is going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try that Stanwood Junk folder. And that'll be just a couple moments because I do have to download that and get it sent to you. Okay? Okay. Thank you. No problem. Do you have any other questions? No. D- Now do I need a, uh, a card for the free RX or no? So with the free RX you could act- you will actually go to freerx.com, click on member login, and then you'll register there, and once you're registered, you'll be able to see your, your card there. Oh, okay. Okay. Your- I don't need no special number or nothing for that, do I? No, sir. Okay. Thank you very much- Um, one second. One second. Your card is actually, your medical card is not actually pulling up. So what I'm going to do is reach out to my main office and have them, um, populate it for me or have them reach out to the insurance carrier and get that for me. Um, so it may be about 24 to 48 hours before I get that card sent to you, but I am going to put that request in so they can get that for you. Okay? Okay. Thank you very much. No problem. Thank you so much for calling. You have a great day. You too. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl Hood. I have the pleasure of speaking with-

Speaker speaker\_1: Hi, Pearl. My name is Stanley Arnold.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: Uh, well, I applied for benefits. They've been taken out, but I, I, I never received no benefit card or anything for my, uh, health insurance, I guess.

Speaker speaker\_0: Okay. What's the name of the staffing agency you work for?

Speaker speaker\_1: What was that?

Speaker speaker\_0: The name of the staffing agency you work for?

Speaker speaker\_1: Oh, I work for, uh, GHG. It's under, uh, Nor Staffing, I believe.

Speaker speaker\_0: All righty. And the last four digits of your social?

Speaker speaker\_1: 0441. Hold on one second. Oh. Sorry about that.

Speaker speaker\_0: You're fine. And you said that was four- uh, 0441?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And if you can confirm your address and date of birth.

Speaker speaker\_1: Okay. My address is 31 Catlin Ave in Wilkes-Barre, Pennsylvania 18702. And my date of birth is 10-29-72.

Speaker speaker\_0: Okay. And I have your phone number as 570-846-7546?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: I know your email address as stanarnoldjr@gmail.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All righty. So yes, I do have you enrolled in the free RX and the Leap Pro. Excuse me. And you said you didn't receive your card for your medical?

Speaker speaker\_1: No, I never received the card or nothing.

Speaker speaker\_0: Okay. It would have went to your email, but no worries, I can definitely get you another one sent, um, if that's what you like.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. That email is going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try that Stanwood Junk folder. And that'll be just a couple moments because I do have to download that and get it sent to you. Okay?

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: No problem. Do you have any other questions?

Speaker speaker\_1: No. D- Now do I need a, uh, a card for the free RX or no?

Speaker speaker\_0: So with the free RX you could act- you will actually go to freerx.com, click on member login, and then you'll register there, and once you're registered, you'll be able to see your, your card there.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: Okay. Your-

Speaker speaker\_1: I don't need no special number or nothing for that, do I?

Speaker speaker\_0: No, sir.

Speaker speaker\_1: Okay. Thank you very much-

Speaker speaker\_0: Um, one second. One second. Your card is actually, your medical card is not actually pulling up. So what I'm going to do is reach out to my main office and have them, um, populate it for me or have them reach out to the insurance carrier and get that for me. Um, so it may be about 24 to 48 hours before I get that card sent to you, but I am going to put that request in so they can get that for you. Okay?

Speaker speaker\_1: Okay. Thank you very much.

Speaker speaker\_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker\_1: You too. Bye-bye.