

## **Transcript: Pearl**

**Rojas-4540696753258496-5870997878259712**

### **Full Transcript**

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Tracy Laina. I'm trying to get my insurance or my ID number where I can give it to them at the doctor's office. Okay. What's the name of the staff who needs, you work for? MAU staffing. And the last four digits of your social? 2984. All right. You need to confirm your address and date of birth. It says 1510 Candler Road, Gainesville, Georgia 30507 and 3784. Okay. And I have your phone number as 912-293-2436. That's right. Okay. And I have your email address as G-O-O-G-E Tracy@Gmail.com? That's right. All right. Bear with me one moment. And you said you just need a copy of your, ah, your medical card? Yeah. All right. I'll go ahead and get that sent to you. It's gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder. And it'll be just a couple moments while I get that downloaded and sent to you. Okay? Okay. Thank you. Do you have any questions? No. No, you're good. All right. Thank you so much for calling. Have a great day. You're welcome.

### **Conversation Format**

Speaker speaker\_0: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker\_1: Tracy Laina. I'm trying to get my insurance or my ID number where I can give it to them at the doctor's office.

Speaker speaker\_0: Okay. What's the name of the staff who needs, you work for?

Speaker speaker\_1: MAU staffing.

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

Speaker speaker\_1: 2984.

Speaker speaker\_0: All right. You need to confirm your address and date of birth.

Speaker speaker\_1: It says 1510 Candler Road, Gainesville, Georgia 30507 and 3784.

Speaker speaker\_0: Okay. And I have your phone number as 912-293-2436.

Speaker speaker\_1: That's right.

Speaker speaker\_0: Okay. And I have your email address as G-O-O-G-E Tracy@Gmail.com?

Speaker speaker\_1: That's right.

Speaker speaker\_0: All right. Bear with me one moment. And you said you just need a copy of your, ah, your medical card?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: All right. I'll go ahead and get that sent to you. It's gonna come from [info@benefitsinacard.com](mailto:info@benefitsinacard.com). It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder. And it'll be just a couple moments while I get that downloaded and sent to you. Okay?

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: Do you have any questions?

Speaker speaker\_1: No. No, you're good.

Speaker speaker\_0: All right. Thank you so much for calling. Have a great day.

Speaker speaker\_1: You're welcome.