

Transcript: Pearl

Rojas-4550732066635776-4556095541264384

Full Transcript

Good morning. Thank you for calling Benefits in a Card. My name is Pearl Hill. Who am I speaking with? This is Nina Adams. How can I assist you? Yes, ma'am. I'm trying to find out, um, if my insurance is active. Okay. What's the name of the company you say you work for? ITC. And the last four digits of your social? 0895. I'm sorry, Nina, did you say ITC? A. A as in apple, T as in Tom, C as in car. Okay. And what is your address and date of birth? My address is 2320 Lee Circle, Milledgeville, Georgia 31061. My date of birth is 1-24-69. Okay. And I have your phone number as 478-456-8237? Right. And I have your email address as adams.nina@gmail.com? That's correct. All right. Taking a look here, you are active. You do have active coverage currently. Um, I have you enrolled in dental, term life, which is your life insurance, vision, VIP- VIP+, which is your medical, and MEC TelRx, which is your preventative health, uh, plan. Mm-hmm. Okay. Is... Can you send me new cards for 2025? I can definitely get you some updated cards. Um, they will be coming from the email info@benefitsinacard.com. It will just a couple of moments while I get those downloaded and sent to you. Okay. So they don't have, like, the new year's date on 'em? Are they just the same? I'm not sure. Okay. Do you have any... Is there anything I can assist you with today? No, ma'am. I, I, I think that'll be all. If you could just send me those, I guess I'll be fine. Yes. And I'll go ahead and get those sent over as soon as I get them downloaded. Okay. Thank you so much. Thank you so much for calling. You have a great day. You too, ma'am. Thanks.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling Benefits in a Card. My name is Pearl Hill. Who am I speaking with?

Speaker speaker_1: This is Nina Adams.

Speaker speaker_0: How can I assist you?

Speaker speaker_1: Yes, ma'am. I'm trying to find out, um, if my insurance is active.

Speaker speaker_0: Okay. What's the name of the company you say you work for?

Speaker speaker_1: ITC.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: 0895.

Speaker speaker_0: I'm sorry, Nina, did you say ITC?

Speaker speaker_1: A. A as in apple, T as in Tom, C as in car.

Speaker speaker_0: Okay. And what is your address and date of birth?

Speaker speaker_1: My address is 2320 Lee Circle, Milledgeville, Georgia 31061. My date of birth is 1-24-69.

Speaker speaker_0: Okay. And I have your phone number as 478-456-8237?

Speaker speaker_1: Right.

Speaker speaker_0: And I have your email address as adams.nina@gmail.com?

Speaker speaker_1: That's correct.

Speaker speaker_0: All right. Taking a look here, you are active. You do have active coverage currently. Um, I have you enrolled in dental, term life, which is your life insurance, vision, VIP-VIP+, which is your medical, and MEC TelRx, which is your preventative health, uh, plan.

Speaker speaker_1: Mm-hmm. Okay. Is... Can you send me new cards for 2025?

Speaker speaker_0: I can definitely get you some updated cards. Um, they will be coming from the email info@benefitsinacard.com. It will just a couple of moments while I get those downloaded and sent to you.

Speaker speaker_1: Okay. So they don't have, like, the new year's date on 'em? Are they just the same?

Speaker speaker_0: I'm not sure.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you have any... Is there anything I can assist you with today?

Speaker speaker_1: No, ma'am. I, I, I think that'll be all. If you could just send me those, I guess I'll be fine.

Speaker speaker_0: Yes. And I'll go ahead and get those sent over as soon as I get them downloaded.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: Thank you so much for calling. You have a great day.

Speaker speaker_1: You too, ma'am. Thanks.