

Transcript: Pearl

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Full Transcript

Yeah, they want \$300 from each other. Hi, good morning. Thanks for calling Best Dental Care. My name is Carol. Who would I have the pleasure of speaking with? The office? Dental call. Hello? Hi, how can I assist you? Yeah, I was wanting to know uh... I need the group number for my dental insurance. The group number for your dental insurance? Yes, ma'am. Okay, what's name of this app you just need it for? I'm sorry? Oh, uh... The name of this app you need- It's, uh, MAU, Management Analysis Utilization. Okay, and the last four digits of your social? 0743. Okay, and what's your name? Michael Fisher. The app that you're... I need you to tell me your actual date of birth. Uh, 6/30/1984. And your address? So, yeah, I think y'all probably sent me a card but at, at the time I was staying at my old residence. I got a new, uh, address for you to put in there. Okay, what was the previous address? It, it was probably College Street. I can't remember the numbers but it was probably College Street, Augusta, Georgia 30901. I think it was like 1517 College Street, I think. There you go. Okay, may I have your phone number at 706-287-3393? I'm sorry? Your phone number I have at 706-287-3393? Yep, yep, that's it. Thank you. May I have your email address as mike1984fisher@gmail.com? Yes, ma'am. I just need information on your dental card to get it. Give me one moment. And all my life, I've been making music. People ask me, "How do you make all this money?" And I tell 'em... 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30. I used to sleep in some really shitty hotels. But I put that pain behind me because I'm happy doing this shit right here. This is my dream. Would you like me to send you a copy of that card again or did you get a copy when you called? Yeah, I got an email with a link. This is my dream. All right, well, I need... I probably need to go ahead and get the, the number. I want my regular insurance number and my dental insurance number, if you can give it to me and then I'll- Okay, I can- ... I'll give you my new address so you can send me a card. ... send you something for free. Okay, if you'd like, I can send you copies to your email. Yeah, yeah, send me the number and I'll send you something for free. Oh, okay. Yeah, that'll work. You just send it to the number... Go ahead. That's what I'm doing. Uh, 'cause I'm probably gonna be using my dental insurance this week. I got this suit that's gonna dollar me. Yeah. I'm probably gonna get hit. But I think it's gonna pay for itself because I have some damn dentures. I mean- Sorry, go ahead. Your email comes from info@app... The email that comes from info@appgetdentalcard.com. It should go to your inbox. You don't see it in your inbox, try your spam or junk folder. And that'll be just a few minutes while I download the card and send to you, okay? Yeah, I'm waiting on it. Okay. All right, so oh, you're not going to give me the number? I need it. Yeah, yeah, it's- You'll just email it to me? Yeah. Just give me one moment to download it. I'll go ahead and get it to you right now. I think there's a bug in my system here. I can't get it to download. Oh, okay. Yeah, yeah. I don't want to hear from them no more. I'm done with them. I'm done with them. I'm done with them. I don't want to hear from them no

more. The group number, the dental is 70056. I'm done with them. I'm done with them. They're not listening to me. I'm done with them. I'm done with them. Seven, zero, what? Zero, five, six. 7056? Nope, so 756. 70056. Oh, 70056. And that's for my dental? For your dental. It's a dental group number. And my medical? They're not listening to me. I'm done with them, man. I'm done with them. Give me one moment while that downloads. I don't want to hear from them no more. I'm done with them. I'm done with them. I'm done with them. I'm done with them. Okay, and then the... This says a medical doesn't have a proof number. Um, but on the card you can see the policy number and all that information on it. Oh, you're just posting a copy in that email? Yeah. What kind of dental insurance I got? What, what is... What is this company? The company is called American Public Life. American Public Life? Yes, sir. Public? And my medical, what... what is the name of that? That's the same, American Public Life. Okay. Thank you so much. No problem. Thank you for calling and have a great day. Hey, do you want to... You all just send me a card, like a, a picture of my card to my email? Yep. You're gonna go... Your email's going to be a PDF. All you have to do is scroll to the bottom and there'll be two attachments. Okay, how long till I get that email, you think? From today sometime? I already sent it over, so it should be arriving shortly. Okay, thank you, ma'am. No problem. Thank you for calling. Have a great day. Thank you.

Conversation Format

Speaker speaker_0: Yeah, they want \$300 from each other.

Speaker speaker_1: Hi, good morning. Thanks for calling Best Dental Care. My name is Carol. Who would I have the pleasure of speaking with? The office?

Speaker speaker_0: Dental call. Hello?

Speaker speaker_1: Hi, how can I assist you?

Speaker speaker_0: Yeah, I was wanting to know uh... I need the group number for my dental insurance.

Speaker speaker_1: The group number for your dental insurance?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay, what's name of this app you just need it for?

Speaker speaker_0: I'm sorry? Oh, uh...

Speaker speaker_1: The name of this app you need-

Speaker speaker_0: It's, uh, MAU, Management Analysis Utilization.

Speaker speaker_1: Okay, and the last four digits of your social?

Speaker speaker_0: 0743.

Speaker speaker_1: Okay, and what's your name?

Speaker speaker_0: Michael Fisher.

Speaker speaker_1: The app that you're... I need you to tell me your actual date of birth.

Speaker speaker_0: Uh, 6/30/1984.

Speaker speaker_1: And your address?

Speaker speaker_0: So, yeah, I think y'all probably sent me a card but at, at the time I was staying at my old residence. I got a new, uh, address for you to put in there.

Speaker speaker_1: Okay, what was the previous address?

Speaker speaker_0: It, it was probably College Street. I can't remember the numbers but it was probably College Street, Augusta, Georgia 30901. I think it was like 1517 College Street, I think.

Speaker speaker_1: There you go. Okay, may I have your phone number at 706-287-3393?

Speaker speaker_0: I'm sorry?

Speaker speaker_1: Your phone number I have at 706-287-3393?

Speaker speaker_0: Yep, yep, that's it.

Speaker speaker_1: Thank you. May I have your email address as mike1984fisher@gmail.com?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: I just need information on your dental card to get it. Give me one moment.

Speaker speaker_2: And all my life, I've been making music. People ask me, "How do you make all this money?" And I tell 'em... 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30. I used to sleep in some really shitty hotels. But I put that pain behind me because I'm happy doing this shit right here. This is my dream.

Speaker speaker_1: Would you like me to send you a copy of that card again or did you get a copy when you called? Yeah, I got an email with a link.

Speaker speaker_2: This is my dream.

Speaker speaker_0: All right, well, I need... I probably need to go ahead and get the, the number. I want my regular insurance number and my dental insurance number, if you can give it to me and then I'll-

Speaker speaker_1: Okay, I can-

Speaker speaker_0: ... I'll give you my new address so you can send me a card.

Speaker speaker_2: ... send you something for free.

Speaker speaker_1: Okay, if you'd like, I can send you copies to your email.

Speaker speaker_2: Yeah, yeah, send me the number and I'll send you something for free.

Speaker speaker_0: Oh, okay. Yeah, that'll work.

Speaker speaker_1: You just send it to the number... Go ahead.

Speaker speaker_2: That's what I'm doing.

Speaker speaker_1: Uh, 'cause I'm probably gonna be using my dental insurance this week. I got this suit that's gonna dollar me.

Speaker speaker_2: Yeah.

Speaker speaker_1: I'm probably gonna get hit.

Speaker speaker_2: But I think it's gonna pay for itself because I have some damn dentures. I mean-

Speaker speaker_0: Sorry, go ahead.

Speaker speaker_1: Your email comes from info@app... The email that comes from info@appgetdentalcard.com. It should go to your inbox. You don't see it in your inbox, try your spam or junk folder. And that'll be just a few minutes while I download the card and send to you, okay?

Speaker speaker_2: Yeah, I'm waiting on it.

Speaker speaker_0: Okay. All right, so oh, you're not going to give me the number? I need it.

Speaker speaker_1: Yeah, yeah, it's-

Speaker speaker_0: You'll just email it to me?

Speaker speaker_1: Yeah. Just give me one moment to download it. I'll go ahead and get it to you right now.

Speaker speaker_2: I think there's a bug in my system here. I can't get it to download.

Speaker speaker_0: Oh, okay.

Speaker speaker_2: Yeah, yeah. I don't want to hear from them no more. I'm done with them. I'm done with them. I'm done with them. I don't want to hear from them no more.

Speaker speaker_1: The group number, the dental is 70056.

Speaker speaker_2: I'm done with them. I'm done with them.

Speaker speaker_3: They're not listening to me. I'm done with them. I'm done with them.

Speaker speaker_4: Seven, zero, what?

Speaker speaker_1: Zero, five, six.

Speaker speaker_4: 7056?

Speaker speaker_1: Nope, so 756. 70056.

Speaker speaker_4: Oh, 70056. And that's for my dental?

Speaker speaker_1: For your dental. It's a dental group number.

Speaker speaker_4: And my medical?

Speaker speaker_3: They're not listening to me. I'm done with them, man. I'm done with them.

Speaker speaker_1: Give me one moment while that downloads.

Speaker speaker_2: I don't want to hear from them no more. I'm done with them. I'm done with them. I'm done with them. I'm done with them.

Speaker speaker_1: Okay, and then the... This says a medical doesn't have a proof number. Um, but on the card you can see the policy number and all that information on it.

Speaker speaker_4: Oh, you're just posting a copy in that email?

Speaker speaker_0: Yeah.

Speaker speaker_4: What kind of dental insurance I got? What, what is... What is this company?

Speaker speaker_1: The company is called American Public Life.

Speaker speaker_4: American Public Life?

Speaker speaker_1: Yes, sir.

Speaker speaker_4: Public? And my medical, what... what is the name of that?

Speaker speaker_1: That's the same, American Public Life.

Speaker speaker_4: Okay . Thank you so much.

Speaker speaker_1: No problem. Thank you for calling and have a great day.

Speaker speaker_4: Hey, do you want to... You all just send me a card, like a, a picture of my card to my email?

Speaker speaker_1: Yep. You're gonna go... Your email's going to be a PDF. All you have to do is scroll to the bottom and there'll be two attachments.

Speaker speaker_4: Okay, how long till I get that email, you think? From today sometime?

Speaker speaker_1: I already sent it over, so it should be arriving shortly.

Speaker speaker_4: Okay, thank you, ma'am.

Speaker speaker_1: No problem. Thank you for calling. Have a great day.

Speaker speaker_4: Thank you.