

## Transcript: Pearl

**Rojas-4578035691732992-6484431685337088**

### Full Transcript

Hi, good morning. Thank you for calling to benefit to the card. My name is Pearl, who do I have the pleasure of speaking with? Um, my name's Ariana Chetta. How may I assist you? Um, so I just had to change, um, like adjust the name on my spouse's coverage. Um, it's missing an L and her birthday is also incorrect. Okay. What's the, um, name of the staffing agency you work for? Um, Staffing. And the last four digits of your social? Um... Oh, my God, my brain. Um, geez, sorry. 3643. All right. And if you can verify your address and date of birth. Yep. It's gonna be 110 4th Street South East, Apartment 215. Uh, my birthday is 1/29/2003. Okay. What's the city and state? I'm sorry? The city and state? Oh, uh, Spencer, Iowa. Okay. And your phone number is 386-237-2858? Yes, correct. And you said her first name is missing an, uh, L, correct? Y- yes. So it's Isabella, um, I-S-A-B-E-L-L-A. Okay. And you were saying there was something else wrong? Um, the birthday. Um, her birthday is 7/13/2001. 7/13/2001. All right. Yeah. Okay. I went in and got that information updated. Is there anything else I can assist you with today? Um, I also just... I was wondering, do I receive, like, a, uh, insurance card? So I can, like, um, you know, when I make appointments and stuff? Yes. So you should receive- Or how does that happen? Oh, there. Sorry. Um, you'll receive a medical card to your email by the end of this week or well- Okay. ... within the next couple days. Um, vision and dental will go to your residence. And then for your FreeRx, you would just go to freerx.com, remember to log in and register there and then those FreeRx cards- Okay. ... will be in that portal. Okay. Perfect. Thank you so much. No problem. Thank you so much for calling. Have a great day. You too. Bye.

### Conversation Format

Speaker speaker\_0: Hi, good morning. Thank you for calling to benefit to the card. My name is Pearl, who do I have the pleasure of speaking with?

Speaker speaker\_1: Um, my name's Ariana Chetta.

Speaker speaker\_0: How may I assist you?

Speaker speaker\_1: Um, so I just had to change, um, like adjust the name on my spouse's coverage. Um, it's missing an L and her birthday is also incorrect.

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

Speaker speaker\_1: Um, Staffing.

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

Speaker speaker\_1: Um... Oh, my God, my brain. Um, geez, sorry. 3643.

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

Speaker speaker\_1: Yep. It's gonna be 110 4th Street South East, Apartment 215. Uh, my birthday is 1/29/2003.

Speaker speaker\_0: Okay. What's the city and state?

Speaker speaker\_1: I'm sorry?

Speaker speaker\_0: The city and state?

Speaker speaker\_1: Oh, uh, Spencer, Iowa.

Speaker speaker\_0: Okay. And your phone number is 386-237-2858?

Speaker speaker\_1: Yes, correct.

Speaker speaker\_0: And you said her first name is missing an, uh, L, correct?

Speaker speaker\_1: Y- yes. So it's Isabella, um, I-S-A-B-E-L-L-A.

Speaker speaker\_0: Okay. And you were saying there was something else wrong?

Speaker speaker\_1: Um, the birthday. Um, her birthday is 7/13/2001.

Speaker speaker\_0: 7/13/2001. All right. Yeah. Okay. I went in and got that information updated. Is there anything else I can assist you with today?

Speaker speaker\_1: Um, I also just... I was wondering, do I receive, like, a, uh, insurance card? So I can, like, um, you know, when I make appointments and stuff?

Speaker speaker\_0: Yes. So you should receive-

Speaker speaker\_1: Or how does that happen? Oh, there.

Speaker speaker\_0: Sorry. Um, you'll receive a medical card to your email by the end of this week or well-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... within the next couple days. Um, vision and dental will go to your residence. And then for your FreeRx, you would just go to [freerx.com](http://freerx.com), remember to log in and register there and then those FreeRx cards-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... will be in that portal.

Speaker speaker\_1: Okay. Perfect. Thank you so much.

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

Speaker speaker\_1: You too. Bye.