Transcript: Pearl Rojas-4590196008206336-5128731622686720

Full Transcript

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl, who does the pleasure of speaking with? Hello, good morning. This is Natasha Ruth, uh, probably Sawyer. Natasha Sawyer, I'm sorry. How may I assist you? Can you tell us where you're calling from? Um, I had signed up for medical insurance and I just haven't gotten my card yet. Okay, ma'am. But, um, I have a doctor's appointment and I just want to make sure I get my information for it, for it to be made available. Okay, what's the name of the company you work for? MAU. And the last four digits of your social? 8648. All right. Okay, repeat your name for me. Natasha Sawyer. Okay. And if you can confirm your address and date of birth. Uh, date of birth is August 17th, 1998. And do you say the trust? Your, um, address. Uh, 3118 Deathfall Road. And the city and state? Newbury, South Carolina 291208. Okay, I have your phone number as 803-597-9146? Yes, ma'am. Can I have your email address as natasha_harley@aol.com? Yes, ma'am. Okay, your coverage is active. Let me see if there's a virtual copy of your card ready so I can send you via email, okay? Bear with me one moment. All right, thank you. Well, they just sent an email so they can just pull it up in the mail and get it, you know? Mm-hmm. Bear with me one moment, the system is learning- Oh, you're good. Thank you. Ma'am? Okay, yes just one moment. Take that. Okay, so it looks like the medical plan actually just became active today, so that there's not a card I can send you yet, but you can give your doctor's office our phone number and we'll be able to confirm coverage for you. All right, thank you. No problem, thank you so much for calling. You have a great day. All right, you too.

Conversation Format

Speaker speaker_0: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl, who does the pleasure of speaking with?

Speaker speaker_1: Hello, good morning. This is Natasha Ruth, uh, probably Sawyer. Natasha Sawyer, I'm sorry. How may I assist you?

Speaker speaker_2: Can you tell us where you're calling from?

Speaker speaker_1: Um, I had signed up for medical insurance and I just haven't gotten my card yet.

Speaker speaker_2: Okay, ma'am.

Speaker speaker_1: But, um, I have a doctor's appointment and I just want to make sure I get my information for it, for it to be made available.

Speaker speaker_0: Okay, what's the name of the company you work for?

Speaker speaker_1: MAU.

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

Speaker speaker_1: 8648.

Speaker speaker_0: All right. Okay, repeat your name for me.

Speaker speaker_1: Natasha Sawyer.

Speaker speaker_0: Okay. And if you can confirm your address and date of birth.

Speaker speaker_1: Uh, date of birth is August 17th, 1998. And do you say the trust?

Speaker speaker_0: Your, um, address.

Speaker speaker_1: Uh, 3118 Deathfall Road.

Speaker speaker_0: And the city and state?

Speaker speaker_1: Newbury, South Carolina 291208.

Speaker speaker_0: Okay, I have your phone number as 803-597-9146?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Can I have your email address as natasha_harley@aol.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay, your coverage is active. Let me see if there's a virtual copy of your card ready so I can send you via email, okay? Bear with me one moment.

Speaker speaker_1: All right, thank you.

Speaker speaker_2: Well, they just sent an email so they can just pull it up in the mail and get it, you know?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Bear with me one moment, the system is learning-

Speaker speaker_1: Oh, you're good. Thank you. Ma'am? Okay, yes just one moment.

Speaker speaker_0: Take that. Okay, so it looks like the medical plan actually just became active today, so that there's not a card I can send you yet, but you can give your doctor's office our phone number and we'll be able to confirm coverage for you.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: No problem, thank you so much for calling. You have a great day.

Speaker speaker_1: All right, you too.