

## Transcript: Pearl

**Rojas-4604531934806016-5309079007576064**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Pearl. Who the am I speaking with? Um, Kenneth Klein. K-L-I- And how can I assist you? Um, yes, I'm calling to figure out what I was auto enrolled in. Okay, what's your- What kind of insurance. Okay. What's the name of the staffing agency you work for? Uh, Surge. And the last four digits of your social? 8326. Okay. And if you can confirm your address and date of birth for me. Um, 17320 Tyler Station Meadows Way, Beavergam, Virginia 23015. And you said my birthday, correct? Correct. 6/6/'91. And have your phone number as 484-995-8911? That's correct. And have you emailed you address at SKlein0729@gmail.com? Yes. Okay. So you were enrolled in MEC TelRx. That's a preventative health plan with FreeRx built in. That covers, like, your annual physicals, some STD screenings, some cancer screenings, diabetes, blood pressure, that kind of thing. Okay. So it'll cover my pre- uh, my prescriptions then, correct? Yes, you, um... Let me make sure you are active here. Okay, so you are active. So, yes you would go to FreeRx.com, click on Member Login and register there, and then you'll be able to see your ID card and use that information. Okay. W- would you be able to send that to me through email? Send what? Uh, the, uh, the website address. I don't have anything to write it down with, so. Oh, it's just literally FreeRx.com. Rx.com? FreeRx.com. Free or pre? Free. Free. Okay. Mm-hmm. All right. Thank you very much. No problem. Thank you so much for calling. You have a great day. You too. Bye.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Pearl. Who the am I speaking with?

Speaker speaker\_1: Um, Kenneth Klein. K-L-I-

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: Um, yes, I'm calling to figure out what I was auto enrolled in.

Speaker speaker\_0: Okay, what's your-

Speaker speaker\_1: What kind of insurance.

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

Speaker speaker\_1: Uh, Surge.

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

Speaker speaker\_1: 8326.

Speaker speaker\_0: Okay. And if you can confirm your address and date of birth for me.

Speaker speaker\_1: Um, 17320 Tyler Station Meadows Way, Beavergam, Virginia 23015. And you said my birthday, correct?

Speaker speaker\_0: Correct.

Speaker speaker\_1: 6/6/91.

Speaker speaker\_0: And have your phone number as 484-995-8911?

Speaker speaker\_1: That's correct.

Speaker speaker\_0: And have you emailed you address at SKlein0729@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So you were enrolled in MEC TelRx. That's a preventative health plan with FreeRx built in. That covers, like, your annual physicals, some STD screenings, some cancer screenings, diabetes, blood pressure, that kind of thing.

Speaker speaker\_1: Okay. So it'll cover my pre- uh, my prescriptions then, correct?

Speaker speaker\_0: Yes, you, um... Let me make sure you are active here. Okay, so you are active. So, yes you would go to FreeRx.com, click on Member Login and register there, and then you'll be able to see your ID card and use that information.

Speaker speaker\_1: Okay. W- would you be able to send that to me through email?

Speaker speaker\_0: Send what?

Speaker speaker\_1: Uh, the, uh, the website address. I don't have anything to write it down with, so.

Speaker speaker\_0: Oh, it's just literally FreeRx.com.

Speaker speaker\_1: Rx.com?

Speaker speaker\_0: FreeRx.com.

Speaker speaker\_1: Free or pre?

Speaker speaker\_0: Free.

Speaker speaker\_1: Free. Okay.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: All right. Thank you very much.

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

Speaker speaker\_1: You too. Bye.