

## **Transcript: Pearl**

**Rojas-4660157544054784-4615816368799744**

### **Full Transcript**

Hi. Good afternoon. Thank you for calling Benefits In A Card. My name is Pearl Hood. You have the pleasure of speaking with Angelica Boye. And how can I assist you? Okay. I was just wondering if I was going to get my, uh, insurance card. Okay. What's the name of the staff agency you work for? Uh, Surge. And the last four digits of your social? 0925. Okay. If you can confirm your address and date of birth. What was that again? Your address and date of birth. 240 Casey Creek Road, Chesnee, South Carolina 29323. Date of birth is 3/14/1981. And what's the state? Uh, Chesnee, South Carolina. All righty. Can I have your phone number at 864-494-6290? Yes, ma'am. Can I have your email address at ambermike2023@gmail.com? Yes, ma'am. All righty. So you are enrolled in coverage but you are not active yet. The deductions have not began. So once you... You see that... Once the deductions begin, the following Monday you'll become active and then later that week you'll receive your medical card to your email and your vision and dental to your address. Okay. They'll put it in the mail to, uh, about a week or two? Depending on when the staff agency starts those deductions. Okay. All right. Thank you so much for calling. You have a great day. You too.

### **Conversation Format**

Speaker speaker\_0: Hi. Good afternoon. Thank you for calling Benefits In A Card. My name is Pearl Hood. You have the pleasure of speaking with Angelica Boye. And how can I assist you? Okay. I was just wondering if I was going to get my, uh, insurance card. Okay. What's the name of the staff agency you work for? Uh, Surge. And the last four digits of your social? 0925. Okay. If you can confirm your address and date of birth. What was that again? Your address and date of birth. 240 Casey Creek Road, Chesnee, South Carolina 29323. Date of birth is 3/14/1981. And what's the state? Uh, Chesnee, South Carolina. All righty. Can I have your phone number at 864-494-6290? Yes, ma'am. Can I have your email address at ambermike2023@gmail.com? Yes, ma'am. All righty. So you are enrolled in coverage but you are not active yet. The deductions have not began. So once you... You see that... Once the deductions begin, the following Monday you'll become active and then later that week you'll receive your medical card to your email and your vision and dental to your address. Okay. They'll put it in the mail to, uh, about a week or two? Depending on when the staff agency starts those deductions. Okay. All right. Thank you so much for calling. You have a great day. You too.