

Transcript: Pearl

Rojas-4664488109981696-5877391035121664

Full Transcript

Hi, good morning. Thank you for calling the Benefits in a Card. My name is Pearl ■■■Hilave■, pleasure speaking with? Hi, it's Aaron Bunton. And how can I assist you? Uh, I just wanted to see when, uh, my plan or my account, um, is active or would have, when it was active? Okay. What's the name of the staffing agency you work for? Uh, MAU. And the last four digits of your social? Uh, 5509. All righty. And if you can confirm your address and date of birth for me? Uh, address should be 3890 Coker Road, Gainesville, Georgia 30507. Uh, and what was the other? Date of birth. Oh, I'm sorry 12-5-79. No, you're fine. . I have your phone number as 984-308-4946? Yes. I have your email address as bunting.aaron1979@gmail.com. Uh, yep, that's right. All righty. So, it looks like you became active last Monday. Oh, okay. Um, do you have, do you have any cards? Uh, not yet. I have not. Okay. So, you're in... Your medical cards, do you have medical term life and group accidents from living? Group accident don't have cards, but your medical does. That would have went to your email. Oh, it w- Okay. And then, um- Yeah. ... it should be coming from like American Public Life, APL, something along those lines. If- All right. ... it's not in the inbox, try that spam or junk folder. Okay. Oh, yeah, I'll check it. Okay. So, it is active? It is. Okay. Um, and if I need the card number or anything, we can always call, right? Um, would you like me just to send you one, uh, just in case it's not there, so you don't have to call us to call back? Oh, if you don't mind, that would be great. All righty. That email's going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in the inbox, try that spam or junk folder. Okay. Thank you so much. No problem. It does usually take a couple moments while I download and get that card sent to you, but it'll definitely be there today. Okay. Sure. Thank you so much. No problem. Thank you for calling. You have a great day. You too. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Hi, it's Aaron Bunton.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Uh, I just wanted to see when, uh, my plan or my account, um, is active or would have, when it was active?

Speaker speaker_0: Okay. What's the name of the staffing agency you work for?

Speaker speaker_1: Uh, MAU.

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

Speaker speaker_1: Uh, 5509.

Speaker speaker_0: All righty. And if you can confirm your address and date of birth for me?

Speaker speaker_1: Uh, address should be 3890 Coker Road, Gainesville, Georgia 30507. Uh, and what was the other?

Speaker speaker_0: Date of birth.

Speaker speaker_1: Oh, I'm sorry 12-5-79.

Speaker speaker_0: No, you're fine.

Speaker speaker_1: .

Speaker speaker_0: I have your phone number as 984-308-4946?

Speaker speaker_1: Yes.

Speaker speaker_0: I have your email address as bunting.aaron1979@gmail.com.

Speaker speaker_1: Uh, yep, that's right.

Speaker speaker_0: All righty. So, it looks like you became active last Monday.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Um, do you have, do you have any cards?

Speaker speaker_1: Uh, not yet. I have not.

Speaker speaker_0: Okay. So, you're in... Your medical cards, do you have medical term life and group accidents from living? Group accident don't have cards, but your medical does. That would have went to your email.

Speaker speaker_1: Oh, it w- Okay.

Speaker speaker_0: And then, um-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... it should be coming from like American Public Life, APL, something along those lines. If-

Speaker speaker_1: All right.

Speaker speaker_0: ... it's not in the inbox, try that spam or junk folder.

Speaker speaker_1: Okay. Oh, yeah, I'll check it. Okay. So, it is active?

Speaker speaker_0: It is.

Speaker speaker_1: Okay. Um, and if I need the card number or anything, we can always call, right?

Speaker speaker_0: Um, would you like me just to send you one, uh, just in case it's not there, so you don't have to call us to call back?

Speaker speaker_1: Oh, if you don't mind, that would be great.

Speaker speaker_0: All righty. That email's going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in the inbox, try that spam or junk folder.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: No problem. It does usually take a couple moments while I download and get that card sent to you, but it'll definitely be there today.

Speaker speaker_1: Okay. Sure. Thank you so much.

Speaker speaker_0: No problem. Thank you for calling. You have a great day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye.