

## Transcript: Pearl

**Rojas-4686423967055872-4664066783232000**

### Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who else was I speaking with? Um, Valerie Dunn. We're trying to figure out the name of the h- the he- the health insurance. Okay. Um, so is it, uh, the medical plan or, um? Medical. Medical? So then medical carrier... The medical carrier is American Public Life. A-mary...? American Public Life. Oh, American Public Life. So can you tell me if my husband's policy is active? H- Are you on the account with him? No, but he's here, right here if you need him. Yep - And you said American Public Life. It's not life insurance. It's just health insurance, right? Correct. Okay. What'd you say now? I'm sorry. Um, if you can just confirm that I can speak with you next with his account. Delta, conf- confirm that you can speak with me. Confirm that she can speak with me about the insurance. Yes. She may. This is Joseph Dunn. She may speak with you. All righty. Thank you so much, Mr. Dunn. You have a great day. You as well. And if you can provide me with the name of his staffing agency and the last four of his Social. And what was the other one? TRC Staffing 6441. All righty. And if you can confirm his address and date of birth. Uh... I don't know if they updated it, but it should be 486 Jordan Drive, Tucker, Georgia 30084 or you may have 521 Rocky Hill Drive. Uh- All right, do you have a neighbor- 528. Huh? Five- 528. Yeah, Rocky Hill. That's five two- Do you have Rocky Hill Drive? No, ma'am. Do you have Jordan Drive? Nope. 4305 Paxton Lane? There we go. Oh, they had that one in there. Okay. Apartment 806 in New Labornt, Georgia 30047. All righty. So the new one in- Um- ... 486 Jordan Drive. Correct? Yes. And what's the city on that one? Tucker, Georgia. Tucker. All right. 30084. And the date of birth? 2/7/74. All right. And his phone number is 470-373-6230? Yes. All right. So he is active. This is his se- his second week active actually. Can you send me his policy number? He's trying to get some medicine filled for the prescription. Of course. I can send copies of his cards to you, you know, if you'd like. It's at the JDDunn4049... Oh, yeah. That'd be perfect. Perfect. I'll go ahead and get those cards sent them. He's in medical, dental and vision. He has term life as well, um, but term life doesn't have a card. So I can send him the other three if you like. No, you got dental. You got dental too. Okay. Let me just confirm that those are ready to be downloaded. They should because it's the second week already, but let me just confirm before I let you off the line. Um, let's see. 441... Sorry, give me one one second. It's low today. Oh, that's okay. Or you could just tell me and I can just put it in my phone. Okay. Um, so for that medical plan, the policy number is 261- Mm-hmm. ... 08... 17. 2610817. Yes, ma'am. And they're actually ready to download, so I can go ahead and send them over to you. Um, they're gonna come from info@benefitsandcard.com. They should go to his inbox. If you guys don't see them in that inbox, check his spam or junk folder. Okay? Okay. So when I call public pharmacy, just tell them it's American Public Life. Yes, ma'am. And or would they need like a RX or... No? Of, of the bin number, other, other kind of stuff they need everywhere or no? That'll be on the card.

Oh, okay. All right. Well, thank you. No problem. Thank you so much for calling. You have a great day. You too. Bye-bye.

## Conversation Format

Speaker speaker\_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who else was I speaking with?

Speaker speaker\_1: Um, Valerie Dunn. We're trying to figure out the name of the h- the he- the health insurance.

Speaker speaker\_0: Okay. Um, so is it, uh, the medical plan or, um?

Speaker speaker\_1: Medical.

Speaker speaker\_0: Medical? So then medical carrier... The medical carrier is American Public Life.

Speaker speaker\_1: A-mary...?

Speaker speaker\_0: American Public Life.

Speaker speaker\_1: Oh, American Public Life. So can you tell me if my husband's policy is active?

Speaker speaker\_0: H- Are you on the account with him?

Speaker speaker\_1: No, but he's here, right here if you need him.

Speaker speaker\_0: Yep -

Speaker speaker\_1: And you said American Public Life. It's not life insurance. It's just health insurance, right?

Speaker speaker\_0: Correct.

Speaker speaker\_1: Okay. What'd you say now? I'm sorry.

Speaker speaker\_0: Um, if you can just confirm that I can speak with you next with his account.

Speaker speaker\_1: Delta, conf- confirm that you can speak with me. Confirm that she can speak with me about the insurance.

Speaker speaker\_2: Yes. She may. This is Joseph Dunn. She may speak with you.

Speaker speaker\_0: All righty. Thank you so much, Mr. Dunn. You have a great day.

Speaker speaker\_2: You as well.

Speaker speaker\_0: And if you can provide me with the name of his staffing agency and the last four of his Social.

Speaker speaker\_2: And what was the other one?

Speaker speaker\_1: TRC Staffing 6441.

Speaker speaker\_0: All righty. And if you can confirm his address and date of birth.

Speaker speaker\_1: Uh... I don't know if they updated it, but it should be 486 Jordan Drive, Tucker, Georgia 30084 or you may have 521 Rocky Hill Drive. Uh-

Speaker speaker\_0: All right, do you have a neighbor-

Speaker speaker\_3: 528.

Speaker speaker\_1: Huh?

Speaker speaker\_3: Five-

Speaker speaker\_1: 528.

Speaker speaker\_3: Yeah, Rocky Hill. That's five two-

Speaker speaker\_1: Do you have Rocky Hill Drive?

Speaker speaker\_0: No, ma'am.

Speaker speaker\_1: Do you have Jordan Drive?

Speaker speaker\_0: Nope.

Speaker speaker\_1: 4305 Paxton Lane?

Speaker speaker\_0: There we go.

Speaker speaker\_1: Oh, they had that one in there. Okay. Apartment 806 in New Labornt, Georgia 30047.

Speaker speaker\_0: All righty. So the new one in-

Speaker speaker\_1: Um-

Speaker speaker\_0: ... 486 Jordan Drive. Correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And what's the city on that one?

Speaker speaker\_1: Tucker, Georgia.

Speaker speaker\_0: Tucker. All right.

Speaker speaker\_1: 30084.

Speaker speaker\_0: And the date of birth?

Speaker speaker\_1: 2/7/74.

Speaker speaker\_0: All right. And his phone number is 470-373-6230?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. So he is active. This is his se- his second week active actually.

Speaker speaker\_1: Can you send me his policy number? He's trying to get some medicine filled for the prescription.

Speaker speaker\_0: Of course. I can send copies of his cards to you, you know, if you'd like. It's at the JDDunn4049...

Speaker speaker\_1: Oh, yeah. That'd be perfect.

Speaker speaker\_0: Perfect. I'll go ahead and get those cards sent them. He's in medical, dental and vision. He has term life as well, um, but term life doesn't have a card. So I can send him the other three if you like.

Speaker speaker\_1: No, you got dental. You got dental too.

Speaker speaker\_0: Okay. Let me just confirm that those are ready to be downloaded. They should because it's the second week already, but let me just confirm before I let you off the line. Um, let's see. 441... Sorry, give me one one second. It's low today.

Speaker speaker\_1: Oh, that's okay. Or you could just tell me and I can just put it in my phone.

Speaker speaker\_0: Okay. Um, so for that medical plan, the policy number is 261-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... 08... 17.

Speaker speaker\_1: 2610817.

Speaker speaker\_0: Yes, ma'am. And they're actually ready to download, so I can go ahead and send them over to you. Um, they're gonna come from info@benefitsandcard.com. They should go to his inbox. If you guys don't see them in that inbox, check his spam or junk folder. Okay?

Speaker speaker\_1: Okay. So when I call public pharmacy, just tell them it's American Public Life.

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: And or would they need like a RX or... No? Of, of the bin number, other, other kind of stuff they need everywhere or no?

Speaker speaker\_0: That'll be on the card.

Speaker speaker\_1: Oh, okay. All right. Well, thank you.

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

Speaker speaker\_1: You too. Bye-bye.