

Transcript: Pearl

Rojas-4699333438783488-6325722193641472

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who do I have the pleasure of speaking with? Amy Ferris. And how can I assist you? Um, I'm trying to get my medication and I don't have the, um, insurance card. It has the dental card on there but they said that they need a Rx BIN number. Okay. What's the name of the staff agency you work for? Um, ISS ... And the last two, the last four digits of your social? My husband's, it's 9252. Okay, so it's, uh, the, the, sorry, ISS is who he works for and you said 9252? Yes. What's his name? Emmanuel Ferris. Okay. All righty. And if you can confirm his date of birth. 04/18/80. Let's see here. Um. Yeah, I can send... I have an email address on file of amymanney@icloud.com. I can send a copy of the, the benefit card to that email and it'll have all the- Good. ... information on it that you need for the pharmacy. Can you send it to the... uh, I think they put as amy1182 also on there. Correct. I can send it to that one. Yeah. All righty. Is there anything else I can assist you with today? Nope. And it will have the Rx BIN number, whatever, on there? Correct. Okay. All right, thank you so much. No problem. Thank you so much for calling. You have a good day. You too. Bye.

Conversation Format

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

Speaker speaker_1: Amy Ferris.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I'm trying to get my medication and I don't have the, um, insurance card. It has the dental card on there but they said that they need a Rx BIN number.

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

Speaker speaker_1: Um, ISS ...

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

Speaker speaker_1: My husband's, it's 9252.

Speaker speaker_0: Okay, so it's, uh, the, the, sorry, ISS is who he works for and you said 9252?

Speaker speaker_1: Yes.

Speaker speaker_0: What's his name?

Speaker speaker_1: Emmanuel Ferris.

Speaker speaker_0: Okay. All righty. And if you can confirm his date of birth.

Speaker speaker_1: 04/18/80.

Speaker speaker_0: Let's see here. Um. Yeah, I can send... I have an email address on file of amymanne@icloud.com. I can send a copy of the, the benefit card to that email and it'll have all the-

Speaker speaker_1: Good.

Speaker speaker_0: ... information on it that you need for the pharmacy.

Speaker speaker_1: Can you send it to the... uh, I think they put as amy1182 also on there.

Speaker speaker_0: Correct. I can send it to that one.

Speaker speaker_1: Yeah.

Speaker speaker_0: All righty. Is there anything else I can assist you with today?

Speaker speaker_1: Nope. And it will have the Rx BIN number, whatever, on there?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. All right, thank you so much.

Speaker speaker_0: No problem. Thank you so much for calling. You have a good day.

Speaker speaker_1: You too. Bye.