

## Transcript: Pearl

**Rojas-4717824609828864-5855309486309376**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi there, thank you for calling Benefits in a Card. My name is Pearl. Who did I, who was I speaking with? Tracy Wills. And how can I assist you? I'm trying to get my, uh, insurance card or some type of documentation so I can go get some glasses. Okay. What's the name of the staff agency you work for? HTC Healthcare. And the last four digits of your social? 2685. All righty, and if I can have your address and date of birth. 44220, apartment A as in apple, 108. Mobile, Alabama 36606. Uh, 1022 19th Street. All righty, and your phone number's 251-396-3649? Yes, ma'am. And I have your email address as tracywills15@gmail.com? Yes, ma'am. Okay, bear with me one moment. All right, thank you. I need an appointment to, uh, come back for a cleaning. Okay, it'll be just a second, okay? Okay, thank you. Okay, bear with me one moment. I'm gonna place you on a brief hold. All right, thank you. Thank you so much for holding, Ms. Willis. So I'm gonna go ahead and get that ID card sent to you. It's gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see any inbox, try the spam or junk folder. All right, thank you. No problem. Is there anything I can assist you with? Do you know where to, um, any place in Mobile that take your insurance? I'm sorry, what was that? Do you know the vision providers that take your insurance? Um, the, on the card it'll have that, a number to find a provider. Also on the email has this, a number on it as well. All right, thank you. No problem. Thank you so much for calling in on a great day.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi there, thank you for calling Benefits in a Card. My name is Pearl. Who did I, who was I speaking with?

Speaker speaker\_2: Tracy Wills.

Speaker speaker\_1: And how can I assist you?

Speaker speaker\_2: I'm trying to get my, uh, insurance card or some type of documentation so I can go get some glasses.

Speaker speaker\_1: Okay. What's the name of the staff agency you work for?

Speaker speaker\_2: HTC Healthcare.

Speaker speaker\_1: And the last four digits of your social?

Speaker speaker\_2: 2685.

Speaker speaker\_1: All righty, and if I can have your address and date of birth.

Speaker speaker\_2: 44220, apartment A as in apple, 108. Mobile, Alabama 36606. Uh, 1022 19th Street.

Speaker speaker\_1: All righty, and your phone number's 251-396-3649?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And I have your email address as tracywills15@gmail.com?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay, bear with me one moment.

Speaker speaker\_2: All right, thank you. I need an appointment to, uh, come back for a cleaning.

Speaker speaker\_1: Okay, it'll be just a second, okay?

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: Okay, bear with me one moment. I'm gonna place you on a brief hold.

Speaker speaker\_2: All right, thank you.

Speaker speaker\_1: Thank you so much for holding, Ms. Willis. So I'm gonna go ahead and get that ID card sent to you. It's gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see any inbox, try the spam or junk folder.

Speaker speaker\_2: All right, thank you.

Speaker speaker\_1: No problem. Is there anything I can assist you with?

Speaker speaker\_2: Do you know where to, um, any place in Mobile that take your insurance?

Speaker speaker\_1: I'm sorry, what was that?

Speaker speaker\_2: Do you know the vision providers that take your insurance?

Speaker speaker\_1: Um, the, on the card it'll have that, a number to find a provider. Also on the email has this, a number on it as well.

Speaker speaker\_2: All right, thank you.

Speaker speaker\_1: No problem. Thank you so much for calling in on a great day.