

Transcript: Pearl

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Full Transcript

Hey, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hood. Who do I have the pleasure of speaking with? Uh, Paul McCoy. And how can I assist you? Uh, yeah, I'm working with Crown and, uh, they've been taking the money out for the insurance. I spoke to somebody last week, and they said to call back today, and you guys will figure it out what, what went on so I can get at least, maybe email me a copy of my insurance cards? What are the last four digits of your social? 6176. Okay. And you can confirm your address and date of birth? Uh, 10-24-63 is my date of birth. My address is 68238 Highway 161, Springfield, Tennessee 37172. And have you gone over to 440-813-6119? Yes. Can I have your- Wait a minute. What do you have for that? Do you have 4-... 813 is the phone number? Yes. Okay. 440-813-6119. Okay. I'm sorry. Go Ahead. No, you're fine. And I have your email address as pmc9671@yahoo.com? Yes. All right. So taking a look here, your coverage just became active this morning. So, you should receive your dental and vision card by the end of the week to your residence, and your medical will go to your email. Well, the medical, will that come today or tomorrow or by the end of the week? By the middle of the week, you should receive an email. If you'd like, you can give us a call, um, around Wednesday, Wednesday, Thursday, and we can send you a virtual copy, um, if you haven't received it already. But at the moment, they're just starting to make your accounts and policy numbers and all that, so there's nothing available right now. But like I said, if you want to call Wednesday and check, we can probably send you a virtual copy then. Okay. All right, thank you. All right. No problem. Thank you so much for calling. You have a great day. You too.

Conversation Format

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

Speaker speaker_1: Uh, Paul McCoy.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Uh, yeah, I'm working with Crown and, uh, they've been taking the money out for the insurance. I spoke to somebody last week, and they said to call back today, and you guys will figure it out what, what went on so I can get at least, maybe email me a copy of my insurance cards?

Speaker speaker_0: What are the last four digits of your social?

Speaker speaker_1: 6176.

Speaker speaker_0: Okay. And you can confirm your address and date of birth?

Speaker speaker_1: Uh, 10-24-63 is my date of birth. My address is 68238 Highway 161, Springfield, Tennessee 37172.

Speaker speaker_0: And have you gone over to 440-813-6119?

Speaker speaker_1: Yes.

Speaker speaker_0: Can I have your-

Speaker speaker_1: Wait a minute. What do you have for that? Do you have 4-... 813 is the phone number?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. 440-813-6119. Okay. I'm sorry. Go Ahead.

Speaker speaker_0: No, you're fine. And I have your email address as pmc9671@yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So taking a look here, your coverage just became active this morning. So, you should receive your dental and vision card by the end of the week to your residence, and your medical will go to your email.

Speaker speaker_1: Well, the medical, will that come today or tomorrow or by the end of the week?

Speaker speaker_0: By the middle of the week, you should receive an email. If you'd like, you can give us a call, um, around Wednesday, Wednesday, Thursday, and we can send you a virtual copy, um, if you haven't received it already. But at the moment, they're just starting to make your accounts and policy numbers and all that, so there's nothing available right now. But like I said, if you want to call Wednesday and check, we can probably send you a virtual copy then.

Speaker speaker_1: Okay. All right, thank you.

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

Speaker speaker_1: You too.