

Transcript: Pearl

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Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl who will be speaking with... Hi, good afternoon. This is Benefits in a Card. Hello? Yes. Okay. So I was just calling, um, I just got off the phone with APL and they gave me y- your guys's number to give you a call because I have not got a vision card in the mail and they just told me to contact you guys. I don't know. Okay. What is the name of the staffing agency you work for? HG Staffing. And the last four digits of your Social? Uh, 5839. And your name? Um, Sandra Luz Perez-Nava. Okay. And your address and date of birth? Uh, 326 Maplewood Drive. And the city and state? Uh, Shelbyville, Tennessee. And your date of birth? 10/11/71. Okay. And I have your phone number as 931-575-1747? Yes, ma'am. Okay. And what's a good email address for you? Um, give me one second. Um, AlexandraMPerez14@gmail. 1419 at gmail? No, 14 at gmail. At gmail. Okay. All righty. So you are active. I can get you a copy of your vision card, sent to your email if you'd like. Uh, yes, please. All right. That email's going to come from info@benefitsinacard.com. And it should go to your inbox. If you don't see it in your inbox, check that spam or junk folder. Do you have any questions? Um, and then can I get one in the mail? The one should be arriving, um, you should have received it by the end of the week after your first deduction. But one should be arriving to your, your residence 'cause we do have the correct email file. I mean, sorry, the correct address. Okay. Have you sent it yet? Not yet. I have to download it and, but it'll be just a couple moments- Oh. ... and it'll be at your email. Okay. Okay. Do you have any other questions for me today? Um, no. All right. Thank you so much for calling. You have a great day. Thank you. Um, like in how many minutes do you think? It's just a couple while I download the card. It's a whole separate insurance carrier. We're just administrators. So I have to download the card- Okay. ... and then send it to you. Okay. Thank you. Yep. Have a good 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 will be speaking with... Hi, good afternoon. This is Benefits in a Card.

Speaker speaker_1: Hello?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. So I was just calling, um, I just got off the phone with APL and they gave me y- your guys's number to give you a call because I have not got a vision card in the mail and they just told me to contact you guys. I don't know.

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

Speaker speaker_1: HG Staffing.

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

Speaker speaker_1: Uh, 5839.

Speaker speaker_0: And your name?

Speaker speaker_1: Um, Sandra Luz Perez-Nava.

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

Speaker speaker_1: Uh, 326 Maplewood Drive.

Speaker speaker_0: And the city and state?

Speaker speaker_1: Uh, Shelbyville, Tennessee.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 10/11/71.

Speaker speaker_0: Okay. And I have your phone number as 931-575-1747?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And what's a good email address for you?

Speaker speaker_1: Um, give me one second. Um, AlexandraMPerez14@gmail.

Speaker speaker_0: 1419 at gmail?

Speaker speaker_1: No, 14 at gmail.

Speaker speaker_0: At gmail. Okay. All righty. So you are active. I can get you a copy of your vision card, sent to your email if you'd like.

Speaker speaker_1: Uh, yes, please.

Speaker speaker_0: All right. That email's going to come from info@benefitsinacard.com. And it should go to your inbox. If you don't see it in your inbox, check that spam or junk folder. Do you have any questions?

Speaker speaker_1: Um, and then can I get one in the mail?

Speaker speaker_0: The one should be arriving, um, you should have received it by the end of the week after your first deduction. But one should be arriving to your, your residence 'cause we do have the correct email file. I mean, sorry, the correct address.

Speaker speaker_1: Okay. Have you sent it yet?

Speaker speaker_0: Not yet. I have to download it and, but it'll be just a couple moments-

Speaker speaker_1: Oh.

Speaker speaker_0: ... and it'll be at your email.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Do you have any other questions for me today?

Speaker speaker_1: Um, no.

Speaker speaker_0: All right. Thank you so much for calling. You have a great day.

Speaker speaker_1: Thank you. Um, like in how many minutes do you think?

Speaker speaker_0: It's just a couple while I download the card. It's a whole separate insurance carrier. We're just administrators. So I have to download the card-

Speaker speaker_1: Okay.

Speaker speaker_0: ... and then send it to you.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Yep. Have a good day.

Speaker speaker_1: You too. Bye-bye.