

Transcript: Pearl

Rojas-4808801067155456-6268536593268736

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi. Good morning. Thank you for calling Ben... ... fure speaking with? Rebecca Miller. And how can I assist you, Miss Miller? Yes. Um, I'm trying to find out, um, ah, I know I'm paying for my insurance now, I'm trying to find out when I'll receive my card. And if I could just get the numbers needed for a doctor's appointment, as I have one tomorrow. Okay. What's the name of the staffing agency you work for? TRC, Talent to Solutions. And the last four digits of your social? 2461. All right. May I have you confirm your age of date and birth? 25 Young Street, uh, Cartersville, Georgia 30120. And you said what else? Date of birth. Okay. 11/13/83. All righty. And I have your phone number as 478-283-8150? Yes. Can I have your email address as rebeccasessions@gmail.com? Yes. All righty. Let me take a look here. Okay. So it looks like you just became active this Monday. Um, let me take a look to see if the virtual copies of your cards are ready, okay? Okay. All right, please try a brief hold, I'll be right back with you. Uh-huh. Sounds good. Thanks. Thank you so much for holding, Miss Miller. So your cards are v-ready virtually. What I can do is send you a copy of each card to your email, um, and then they should be in by the end of the week, while your, um, dental will be it will be, it will be an email ... You're cutting in here. Hang on. Oh, okay. Okay. I heard that you're going to send them to my email and then it cut out, I'm so sorry. No worries. So your, then your dental and vision will rev-, you'll receive them physically by the end of the week and your medical is also, um, just a, uh, um, virtual copy. They don't send out hard copies, but if you'd like one I can go ahead and request one and you should receive it within seven to 10 business days. Yeah. I would like one. Um, but, yeah, I would prefer a hard copy if they can send one. Um, but I'm, I'm gonna, I, I can use the card tomorrow at my appointment. I just have to, I, I pull out my email, I guess. Correct. Okay. Okay. That sounds good. Okay. All right. Okay. Thank you. Your emails going to come from info@benefitsinthecard.com. It should go to your inbox. If you don't see it in your inbox, check your spam or junk folder. Okay? Okay. Thank you. Thank you for calling. Have a great day. You too. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi. Good morning. Thank you for calling Ben... ... fure speaking with?

Speaker speaker_2: Rebecca Miller.

Speaker speaker_1: And how can I assist you, Miss Miller?

Speaker speaker_2: Yes. Um, I'm trying to find out, um, ah, I know I'm paying for my insurance now, I'm trying to find out when I'll receive my card. And if I could just get the numbers needed for a doctor's appointment, as I have one tomorrow.

Speaker speaker_1: Okay. What's the name of the staffing agency you work for?

Speaker speaker_2: TRC, Talent to Solutions.

Speaker speaker_1: And the last four digits of your social?

Speaker speaker_2: 2461.

Speaker speaker_1: All right. May I have you confirm your age of date and birth?

Speaker speaker_2: 25 Young Street, uh, Cartersville, Georgia 30120. And you said what else?

Speaker speaker_1: Date of birth.

Speaker speaker_2: Okay. 11/13/83.

Speaker speaker_1: All righty. And I have your phone number as 478-283-8150?

Speaker speaker_2: Yes.

Speaker speaker_1: Can I have your email address as rebeccacsessions@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: All righty. Let me take a look here. Okay. So it looks like you just became active this Monday. Um, let me take a look to see if the virtual copies of your cards are ready, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: All right, please try a brief hold, I'll be right back with you.

Speaker speaker_2: Uh-huh. Sounds good. Thanks.

Speaker speaker_1: Thank you so much for holding, Miss Miller. So your cards are v-ready virtually. What I can do is send you a copy of each card to your email, um, and then they should be in by the end of the week, while your, um, dental will be it will be, it will be an email ...

Speaker speaker_2: You're cutting in here. Hang on.

Speaker speaker_1: Oh, okay.

Speaker speaker_2: Okay. I heard that you're going to send them to my email and then it cut out, I'm so sorry.

Speaker speaker_1: No worries. So your, then your dental and vision will rev-, you'll receive them physically by the end of the week and your medical is also, um, just a, uh, um, virtual copy. They don't send out hard copies, but if you'd like one I can go ahead and request one

and you should receive it within seven to 10 business days.

Speaker speaker_2: Yeah. I would like one. Um, but, yeah, I would prefer a hard copy if they can send one. Um, but I'm, I'm gonna, I, I can use the card tomorrow at my appointment. I just have to, I, I pull out my email, I guess.

Speaker speaker_1: Correct.

Speaker speaker_2: Okay. Okay. That sounds good.

Speaker speaker_1: Okay. All right.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: Your emails going to come from info@benefitsinthecard.com. It should go to your inbox. If you don't see it in your inbox, check your spam or junk folder. Okay?

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: Thank you for calling. Have a great day.

Speaker speaker_2: You too. Bye.