

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who does, was I speaking with? Yes, ma'am. My name is Sunny Johnson. How can I assist you? Um, yes, ma'am. I was calling to make sure, I just wanted to make sure my insurance was still active, but I think I lost my card, and I was trying to see if my shot would be covered, too. Okay. And what's the name of the staffing agency you work for? I work for BGSM Staffing. And the last four digits of your social? Uh, 6721. And you said your first name is Sunny, correct? Yes, ma'am. All right. And if you can confirm your address and date of birth. 79 31 Madison Drive, um, St. Louis, Missouri, 63133, and my, uh, date of birth is 5/12/1985. All righty. Now, your phone number is 917 312-4606? Yes, ma'am. Can I have your email address as sunnybfly@gmail.com? Yes, ma'am. All right. I do have you with active coverage, um, and then you said you wanted to know if your, you wanted to see if your shot was covered. What kind of shot is it? Oh, it's my estrogen shot. I have to get my estrogen shot every two weeks, so, um, it's like the Depo, the estrogen shot. Okay. Let me transfer you over to the insurance company. That way they can confirm whether your, um, whether it's covered or not. Okay. Also, are you, are you able to ship me some new insurance cards? 'Cause I don't know, I forget where I placed them. I am. What, um... And you just want a copy of all your cards? Yes, ma'am. All righty. I'll go ahead and get that sent to you. It's going to come from info@benefitsinacard.com. They should go to your inbox. If you don't see them in your inbox, try your spam or junk folder. Okay? Oh, it's going to come to my email? Yes. Oh, perfect. Okay. All right. Bear with me one moment while I transfer you, okay? Thank you so much. No problem. Thank you for calling. You have a great day. You, too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who does, was I speaking with?

Speaker speaker_1: Yes, ma'am. My name is Sunny Johnson. How can I assist you? Um, yes, ma'am. I was calling to make sure, I just wanted to make sure my insurance was still active, but I think I lost my card, and I was trying to see if my shot would be covered, too.

Speaker speaker_0: Okay. And what's the name of the staffing agency you work for?

Speaker speaker_1: I work for BGSM Staffing.

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

Speaker speaker_1: Uh, 6721.

Speaker speaker_0: And you said your first name is Sunny, correct?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. And if you can confirm your address and date of birth.

Speaker speaker_1: 79 31 Madison Drive, um, St. Louis, Missouri, 63133, and my, uh, date of birth is 5/12/1985.

Speaker speaker_0: All righty. Now, your phone number is 917 312-4606?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Can I have your email address as sunnybfly@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. I do have you with active coverage, um, and then you said you wanted to know if your, you wanted to see if your shot was covered. What kind of shot is it?

Speaker speaker_1: Oh, it's my estrogen shot. I have to get my estrogen shot every two weeks, so, um, it's like the Depo, the estrogen shot.

Speaker speaker_0: Okay. Let me transfer you over to the insurance company. That way they can confirm whether your, um, whether it's covered or not.

Speaker speaker_1: Okay. Also, are you, are you able to ship me some new insurance cards? 'Cause I don't know, I forget where I placed them.

Speaker speaker_0: I am. What, um... And you just want a copy of all your cards?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All righty. I'll go ahead and get that sent to you. It's going to come from info@benefitsinacard.com. They should go to your inbox. If you don't see them in your inbox, try your spam or junk folder. Okay?

Speaker speaker_1: Oh, it's going to come to my email?

Speaker speaker_0: Yes.

Speaker speaker_1: Oh, perfect. Okay.

Speaker speaker_0: All right. Bear with me one moment while I transfer you, okay?

Speaker speaker_1: Thank you so much.

Speaker speaker_0: No problem. Thank you for calling. You have a great day.

Speaker speaker_1: You, too.