

Transcript: Pearl

Rojas-4847708119023616-4669979406942208

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, who the hell is speaking with? Yes, this is Holly Kendall. How can I assist you? Yes, I just called there and I found out that the enrollment for my company, which is, uh, Healthcare Staffing Resources, I think it is, Clinical Staffing Resources, um, the open enrollment's not until July 15th, I believe. But I did want to ask, I have, right now I have the MEC TeleRX plan for 17 something a month and I didn't get any card or anything with that. Should I not have a benefits card for that? Yes, ma'am. What are the last four digits of your Social? 0576. All right, and your address and date of birth? 1/4/71. And the address is 6210 Green Leap Lane, Temple Terrace, Florida, 33617. All right, and I have your phone number as 419-674-13LX. Yep. Oop. Excuse me. And I have your email address as hdakendall13@gmail.com? Yes. Okay, so it looks like your coverage became act- became active this passing Monday, so you should've, you should receive them by the end of the week, um, in your mail. Re- you said your address is the 6210 Green Leap Lane, correct? Yes. Is there any apartment number or lot number? No. Okay, so you should receive them within the next couple days. Okay. Um, let me see here. If you'd like, I can send you an emailed version while the other, the physical is arrives. Yeah, that's fine. Okay, so that's gonna come from info@benefitsinacard.com. Excuse me. Oh. It should go to your inbox. If you don't see it in your inbox, check your spam or junk folder. Okay, thank you. No problem, thank you so much for calling. You have a great day. You too, bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who, who the hell is speaking with?

Speaker speaker_2: Yes, this is Holly Kendall.

Speaker speaker_1: How can I assist you?

Speaker speaker_2: Yes, I just called there and I found out that the enrollment for my company, which is, uh, Healthcare Staffing Resources, I think it is, Clinical Staffing Resources, um, the open enrollment's not until July 15th, I believe. But I did want to ask, I have, right now I have the MEC TeleRX plan for 17 something a month and I didn't get any card or anything with that. Should I not have a benefits card for that?

Speaker speaker_1: Yes, ma'am. What are the last four digits of your Social?

Speaker speaker_2: 0576.

Speaker speaker_1: All right, and your address and date of birth?

Speaker speaker_2: 1/4/71. And the address is 6210 Green Leap Lane, Temple Terrace, Florida, 33617.

Speaker speaker_1: All right, and I have your phone number as 419-674-13LX.

Speaker speaker_2: Yep.

Speaker speaker_1: Oop. Excuse me. And I have your email address as hdakendall13@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so it looks like your coverage became act- became active this passing Monday, so you should've, you should receive them by the end of the week, um, in your mail. Re- you said your address is the 6210 Green Leap Lane, correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Is there any apartment number or lot number?

Speaker speaker_2: No.

Speaker speaker_1: Okay, so you should receive them within the next couple days.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, let me see here. If you'd like, I can send you an emailed version while the other, the physical is arrives.

Speaker speaker_2: Yeah, that's fine.

Speaker speaker_1: Okay, so that's gonna come from info@benefitsinacard.com. Excuse me.

Speaker speaker_2: Oh.

Speaker speaker_1: It should go to your inbox. If you don't see it in your inbox, check your spam or junk folder.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: No problem, thank you so much for calling. You have a great day.

Speaker speaker_2: You too, bye-bye.