

Transcript: Pearl

Rojas-4857844738080768-6256128618708992

Full Transcript

Hi. Good afternoon. Thank you for calling Medical Center Card. My name is Pearl, who may I help on your speaking list? Yes, uh, Mario Whitehead. Okay, it's just you. Yeah, uh, I had requested a, uh, physical copy of my, uh, insurance card and I've yet to receive... Y'all sent it off like back in I think January but I- it ended up at the wrong, uh... Y'all had the, y'all sent it to the wrong apartment number and I called back and I still ain't received my physical copy. I'm trying to see what's taking so long for me to receive my physical copy. What is the name of the staff with which you work for? ... Ontrack Staff. And the last four digits of your social? Uh, 1191. And if you can confirm your address and date of birth. Uh, 0416973954 Autumn Ridge Court, Apartment 302. And the city and state? Memphis, Tennessee, 38115. Okay, and I have your phone number as 901-513-7318? Correct. And your email address as your first name, your last name, Junior@gmail.com? Correct. Okay. Yeah, it looks like you requested them on the 10th. Give me one moment. Apartment 302. Let's see. 3954 Autumn Ridge Court. Hm, okay. So it was... they were requested and you haven't received them at all? Neither one, the medical or the dental? No, I haven't received no physical copy, only the ver- the visual. I don't... I only see the copy through the email, not a physical copy. Okay. Okay. Um, I can go ahead and request them again. I, um, I was the one that requested them on the, on February 10th. Um, I do see the email where I did request them. I'm not sure why they haven't re- you haven't received them. It's already been more than a month, um, but I could try requesting them again and, and it should only take seven to 10 business days. All right. I mean, are you sure I'm going to get them this time? I mean, the insurance carrier is a separate company. I can't guarantee you that I'm... we don't... we're not part of them. I can't guarantee you that you're going to get them in a certain time or that there won't be an error. I can tell you that I'm gonna send the email, um, and hopefully they do arrive. But I guess I can't guarantee anything. All right. I, okay. Can you... I mean, can I just request it to be sent again? Yes, sir. I'll go ahead and get that email sent to you. Do you have any other questions? Or sent to them, I'm sorry.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Medical Center Card. My name is Pearl, who may I help on your speaking list?

Speaker speaker_1: Yes, uh, Mario Whitehead.

Speaker speaker_0: Okay, it's just you.

Speaker speaker_1: Yeah, uh, I had requested a, uh, physical copy of my, uh, insurance card and I've yet to receive... Y'all sent it off like back in I think January but I- it ended up at the wrong, uh... Y'all had the, y'all sent it to the wrong apartment number and I called back and I still ain't received my physical copy. I'm trying to see what's taking so long for me to receive my physical copy.

Speaker speaker_0: What is the name of the staff with which you work for?

Speaker speaker_1: ...

Speaker speaker_2: Ontrack Staff.

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

Speaker speaker_1: Uh, 1191.

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

Speaker speaker_1: Uh, 0416973954 Autumn Ridge Court, Apartment 302.

Speaker speaker_0: And the city and state?

Speaker speaker_1: Memphis, Tennessee, 38115.

Speaker speaker_0: Okay, and I have your phone number as 901-513-7318?

Speaker speaker_1: Correct.

Speaker speaker_0: And your email address as your first name, your last name, Junior@gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Yeah, it looks like you requested them on the 10th. Give me one moment. Apartment 302. Let's see. 3954 Autumn Ridge Court. Hm, okay. So it was... they were requested and you haven't received them at all? Neither one, the medical or the dental?

Speaker speaker_1: No, I haven't received no physical copy, only the ver- the visual. I don't... I only see the copy through the email, not a physical copy.

Speaker speaker_0: Okay. Okay. Um, I can go ahead and request them again. I, um, I was the one that requested them on the, on February 10th. Um, I do see the email where I did request them. I'm not sure why they haven't re- you haven't received them. It's already been more than a month, um, but I could try requesting them again and, and it should only take seven to 10 business days.

Speaker speaker_1: All right. I mean, are you sure I'm going to get them this time?

Speaker speaker_0: I mean, the insurance carrier is a separate company. I can't guarantee you that I'm... we don't... we're not part of them. I can't guarantee you that you're going to get them in a certain time or that there won't be an error. I can tell you that I'm gonna send the email, um, and hopefully they do arrive. But I guess I can't guarantee anything.

Speaker speaker_1: All right. I, okay. Can you... I mean, can I just request it to be sent again?

Speaker speaker_0: Yes, sir. I'll go ahead and get that email sent to you. Do you have any other questions? Or sent to them, I'm sorry.