

## Transcript: Pearl

**Rojas-4912253381033984-4997026656993280**

### Full Transcript

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Hi, Pearl. My name is Sharon Talarico. I believe I spoke with you about a month ago. How are you today? I am great. Yourself? Good. Thank you. Um, I'm calling, uh... I need to ask if I am going to get a card in the mail for my medical insurance since February 3rd that I have not received yet. If it will be a Benefits in a Card, card. 'Cause I did receive two cards. I believe one was a dental and the other was a vision. I think the one was A- APL or something. Yeah. Uh, I- So APL was from the dental card and then, um, MetLife would be the vision. And then I... Right. And I, I got, uh, that's under like Norstaffing. Mm-hmm. I think. It, it was a Norstaffing card, I think. It said on it. But I didn't- Well, yeah. They'll say... I'm sorry. Both cards will say Norstaffing 'cause that's your staffing agency. Um, but your insurance carrier is MetLife. That's in there. And their vision. But that's the vision, right? For vision, yes. Right. But I'm wondering, 'cause it looks like... 'Cause I had spoken with Justin? Mm-hmm. Um, a few different times. And, um, something was wrong with the money that they were taking out. They didn't have everything that I wanted. In fact, I think it was you that I initially spoke with to put everything down that I wanted to, to get when the enrollment was ta- when they rolled over to the new insurance from the agency I work with, which is DHC. Mm-hmm. And I was just wondering if I am going to get a medical card, 'cause I have not received that yet, and that is the one that I really, really need. I have no numbers. I- I have nothing. So your medical card would've been to your email. The insurance carrier doesn't send out physical cards, um, off- Okay, I don't have it- ... offhand. ... in my email. I, I only got the, the two that I s- told you. I don't have anything that says, "Benefits in a Card" on it. It... Um, and your email would be from American Public Life. They come straight from the insurance carrier. Okay, but that says, that says, "Dental." Now, is that everything? Is that my- No, that is just your dental card. What I'm saying is in your emails, you would get your medical card and it's gonna come straight from American Public Life. It wouldn't say, "Benefits in a Card" on the email, because it comes from APL which does your medical and your dental. So the APL card is both medical and dental? Not the one you received physically. That one's just for your medical but that comes with medical as well. Okay. Well, I... Okay, I never got a card. I never got anything sent to me. Uh, in my email, I don't even have anything from APL at all in any email that I got. What is your social? Jaden has sent 7487. And your address and date of birth? Um, 603 George Street, Apartment 2, Throop, Pennsylvania 18512. And my date of birth is 9/14/68. Okay. Just give me one moment. Okay. Okay, um, would you like a virtual copy of that card, or would you like me to request a physical be sent? I, I would like both please. I, I, I know I just need, I need something 'cause I have to make appointments. I have not been feeling good. I have blood in my urine. I can't make any kind of appointments, 'cause I have no numbers to give them. I have no insurance. Okay. So this email is going to come

from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, check your spam or junk folder. And then I'll also request that a physical card be sent out. That would take seven to ten business days to arrive, but I will definitely get that request put in for you. Okay, so there is actually gonna be a card sent, uh, a picture of a card sent in my email? Yeah. Sent to my email? Okay. All righty. Um, and then I can do whatever needs to be done? Correct. As far as making appointments? Yes. All right. And I should receive that pretty much instantly, right? Well, it'll take a few minutes 'cause I do have to download it and send that card to you. Okay, yeah. But I mean, within a decent amount of time. Mm-hmm. Okay. Yes, ma'am. All righty. Thank you so much, Pearl. No problem. That's all I wanted to know, all I needed to know. I just need this card. I've had th- this insurance since I don't know when, and I don't have a card yet. And I've been calling, I'm getting in touch with Norstaffing. They haven't gotten back with me. But Justin, he helped me a lot and must have got things straightened out as far as like... 'Cause I had to send him my paycheck and show him what was actually being taken out. And now I have a ton of things that I actually did, you know, apply for that are, were taken out. So I know they've corrected that. So... And I'm just still waiting for a card and I haven't gotten one, and I just wanted to call about it. So as long as I get one in my email, then I can go from there. Great. And wait- And your email is waiter68... 698... Did you get that one? 68, 6898 at gmail. Yes. Send you an email right there. All lowercase letters. Huh? Mm-hmm. I went ahead and got that sent for you. All righty. Thank you so much. No problem. I appreciate it. Have a good day. You too. No problem. Bye-bye.

## Conversation Format

Speaker speaker\_0: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker\_1: Hi, Pearl. My name is Sharon Talarico. I believe I spoke with you about a month ago. How are you today?

Speaker speaker\_0: I am great. Yourself?

Speaker speaker\_1: Good. Thank you. Um, I'm calling, uh... I need to ask if I am going to get a card in the mail for my medical insurance since February 3rd that I have not received yet. If it will be a Benefits in a Card, card. 'Cause I did receive two cards. I believe one was a dental and the other was a vision. I think the one was A- APL or something.

Speaker speaker\_0: Yeah.

Speaker speaker\_1: Uh, I-

Speaker speaker\_0: So APL was from the dental card and then, um, MetLife would be the vision.

Speaker speaker\_1: And then I... Right. And I, I got, uh, that's under like Norstaffing.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: I think. It, it was a Norstaffing card, I think. It said on it. But I didn't-

Speaker speaker\_0: Well, yeah. They'll say...

Speaker speaker\_1: I'm sorry.

Speaker speaker\_0: Both cards will say Norstaffing 'cause that's your staffing agency. Um, but your insurance carrier is MetLife.

Speaker speaker\_1: That's in there.

Speaker speaker\_0: And their vision.

Speaker speaker\_1: But that's the vision, right?

Speaker speaker\_0: For vision, yes.

Speaker speaker\_1: Right. But I'm wondering, 'cause it looks like... 'Cause I had spoken with Justin?

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Um, a few different times. And, um, something was wrong with the money that they were taking out. They didn't have everything that I wanted. In fact, I think it was you that I initially spoke with to put everything down that I wanted to, to get when the enrollment was ta- when they rolled over to the new insurance from the agency I work with, which is DHC.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: And I was just wondering if I am going to get a medical card, 'cause I have not received that yet, and that is the one that I really, really need. I have no numbers.

Speaker speaker\_0: I-

Speaker speaker\_1: I have nothing.

Speaker speaker\_0: So your medical card would've been to your email. The insurance carrier doesn't send out physical cards, um, off-

Speaker speaker\_1: Okay, I don't have it-

Speaker speaker\_0: ... offhand.

Speaker speaker\_1: ... in my email. I, I only got the, the two that I s- told you. I don't have anything that says, "Benefits in a Card" on it.

Speaker speaker\_0: It... Um, and your email would be from American Public Life. They come straight from the insurance carrier.

Speaker speaker\_1: Okay, but that says, that says, "Dental." Now, is that everything? Is that my-

Speaker speaker\_0: No, that is just your dental card. What I'm saying is in your emails, you would get your medical card and it's gonna come straight from American Public Life. It wouldn't say, "Benefits in a Card" on the email, because it comes from APL which does your

medical and your dental.

Speaker speaker\_1: So the APL card is both medical and dental?

Speaker speaker\_0: Not the one you received physically. That one's just for your medical but that comes with medical as well.

Speaker speaker\_1: Okay. Well, I... Okay, I never got a card. I never got anything sent to me. Uh, in my email, I don't even have anything from APL at all in any email that I got.

Speaker speaker\_0: What is your social?

Speaker speaker\_1: Jaden has sent 7487.

Speaker speaker\_0: And your address and date of birth?

Speaker speaker\_1: Um, 603 George Street, Apartment 2, Throop, Pennsylvania 18512. And my date of birth is 9/14/68.

Speaker speaker\_0: Okay. Just give me one moment.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay, um, would you like a virtual copy of that card, or would you like me to request a physical be sent?

Speaker speaker\_1: I, I would like both please. I, I, I know I just need, I need something 'cause I have to make appointments. I have not been feeling good. I have blood in my urine. I can't make any kind of appointments, 'cause I have no numbers to give them. I have no insurance.

Speaker speaker\_0: Okay. So this email is going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, check your spam or junk folder. And then I'll also request that a physical card be sent out. That would take seven to ten business days to arrive, but I will definitely get that request put in for you.

Speaker speaker\_1: Okay, so there is actually gonna be a card sent, uh, a picture of a card sent in my email?

Speaker speaker\_0: Yeah.

Speaker speaker\_1: Sent to my email? Okay. All righty. Um, and then I can do whatever needs to be done?

Speaker speaker\_0: Correct.

Speaker speaker\_1: As far as making appointments?

Speaker speaker\_0: Yes.

Speaker speaker\_1: All right. And I should receive that pretty much instantly, right?

Speaker speaker\_0: Well, it'll take a few minutes 'cause I do have to download it and send that card to you.

Speaker speaker\_1: Okay, yeah. But I mean, within a decent amount of time.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: All righty. Thank you so much, Pearl.

Speaker speaker\_0: No problem.

Speaker speaker\_1: That's all I wanted to know, all I needed to know. I just need this card. I've had th- this insurance since I don't know when, and I don't have a card yet. And I've been calling, I'm getting in touch with Norstaffing. They haven't gotten back with me. But Justin, he helped me a lot and must have got things straightened out as far as like... 'Cause I had to send him my paycheck and show him what was actually being taken out. And now I have a ton of things that I actually did, you know, apply for that are, were taken out. So I know they've corrected that. So... And I'm just still waiting for a card and I haven't gotten one, and I just wanted to call about it. So as long as I get one in my email, then I can go from there.

Speaker speaker\_0: Great.

Speaker speaker\_1: And wait-

Speaker speaker\_0: And your email is waiter68... 698... Did you get that one?

Speaker speaker\_1: 68, 6898 at gmail. Yes.

Speaker speaker\_0: Send you an email right there.

Speaker speaker\_1: All lowercase letters. Huh?

Speaker speaker\_0: Mm-hmm. I went ahead and got that sent for you.

Speaker speaker\_1: All righty. Thank you so much.

Speaker speaker\_0: No problem.

Speaker speaker\_1: I appreciate it.

Speaker speaker\_0: Have a good day.

Speaker speaker\_1: You too.

Speaker speaker\_0: No problem.

Speaker speaker\_1: Bye-bye.