

Transcript: Pearl

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Full Transcript

Good morning. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Pleasure speaking with you. Hi, how are you doing? Hi, good morning. My name is Robin McGinnis. How can I assist you? I'm sorry? How can I assist you? I, I act- I was enrolled in Benefits in a Card on March 17th, and to date I have not received my medical card or any correspondence on how this insurance works or anything like that. So I was wondering how soon I would be receiving that? Excuse me, did you enroll on the 17th of this month? Yes. It takes one to two weeks to process. Um, what is the name of the staffing agency you work for? Uh, Versela. All righty. And the last four digits of your social? 1358. All righty. If you can confirm your address and date of birth. The date of birth is 3/13/1961. Address is 1001 North Pasadena, Unit 53, Mesa, Arizona 85201. Okay. And I have your phone number as 480-577-9285? Yes, that is accurate. And I have your email address as azgirl2@x-cox.net? Correct. And you haven't received any of your cards at all? Nope. Okay, um... Or any information, like an email. Welcome. Let me try it. I did receive... Yeah, I did receive, um, my benefits portal, uh, through Versela, but that's all I've received. Okay, repeat your address for me. Make sure we have the correct one. The address? Yes. 1001 North Pasadena, P-A-S-A-D-E-N-A, Unit 53, Mesa, M-E-S-A, Arizona 85201. Yep, that's definitely the address we have. Um, you should have received your dental and vision card in your mail by last week, the end of last week. I might just- Oh, wow. ... copy it personally to your email address, if you like. Yes, that would be perfect. And then what about medical? Medical would have went to your emails, if you want to take a look at your email. I'm, I'm looking at it and it's not in there. Okay. Did you try your spam and junk folder as well? No. Sometimes they do go there. Okay. If you could forward it to me, that'd be fantastic. I'll go ahead and get that sent to you. It's going to come from im- uh, info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder and it'll be just a couple moments because we do have to download, uh, those three cards and get them sent to you. Okay? Okay. Thank you so much. No problem. Thank you so much for calling. You have a great day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Good morning. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Pleasure speaking with you.

Speaker speaker_1: Hi, how are you doing? Hi, good morning. My name is Robin McGinnis.

Speaker speaker_0: How can I assist you?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: How can I assist you?

Speaker speaker_1: I, I act- I was enrolled in Benefits in a Card on March 17th, and to date I have not received my medical card or any correspondence on how this insurance works or anything like that. So I was wondering how soon I would be receiving that?

Speaker speaker_0: Excuse me, did you enroll on the 17th of this month?

Speaker speaker_1: Yes.

Speaker speaker_0: It takes one to two weeks to process. Um, what is the name of the staffing agency you work for?

Speaker speaker_1: Uh, Versela.

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

Speaker speaker_1: 1358.

Speaker speaker_0: All righty. If you can confirm your address and date of birth.

Speaker speaker_1: The date of birth is 3/13/1961. Address is 1001 North Pasadena, Unit 53, Mesa, Arizona 85201.

Speaker speaker_0: Okay. And I have your phone number as 480-577-9285?

Speaker speaker_1: Yes, that is accurate.

Speaker speaker_0: And I have your email address as azgirl2@x-cox.net?

Speaker speaker_1: Correct.

Speaker speaker_0: And you haven't received any of your cards at all?

Speaker speaker_1: Nope.

Speaker speaker_0: Okay, um...

Speaker speaker_1: Or any information, like an email. Welcome.

Speaker speaker_0: Let me try it.

Speaker speaker_1: I did receive... Yeah, I did receive, um, my benefits portal, uh, through Versela, but that's all I've received.

Speaker speaker_0: Okay, repeat your address for me. Make sure we have the correct one.

Speaker speaker_1: The address?

Speaker speaker_0: Yes.

Speaker speaker_1: 1001 North Pasadena, P-A-S-A-D-E-N-A, Unit 53, Mesa, M-E-S-A, Arizona 85201.

Speaker speaker_0: Yep, that's definitely the address we have. Um, you should have received your dental and vision card in your mail by last week, the end of last week. I might just-

Speaker speaker_1: Oh, wow.

Speaker speaker_0: ... copy it personally to your email address, if you like.

Speaker speaker_1: Yes, that would be perfect. And then what about medical?

Speaker speaker_0: Medical would have went to your emails, if you want to take a look at your email.

Speaker speaker_1: I'm, I'm looking at it and it's not in there.

Speaker speaker_0: Okay. Did you try your spam and junk folder as well?

Speaker speaker_1: No.

Speaker speaker_0: Sometimes they do go there.

Speaker speaker_1: Okay. If you could forward it to me, that'd be fantastic.

Speaker speaker_0: I'll go ahead and get that sent to you. It's going to come from im- uh, info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder and it'll be just a couple moments because we do have to download, uh, those three cards and get them sent to you. Okay?

Speaker speaker_1: Okay. Thank you so much.

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

Speaker speaker_1: You too. Bye-bye.