

Transcript: Pearl

Rojas-4955117010993152-6385970836586496

Full Transcript

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl Hudad. Who do I have the pleasure of speaking with? Uh, Rochelle Harden. And how can I assist you? I'm calling, um, I'm just calling to check and see will I be able to... I just called not too long ago but I wanted to know will I be able to get my, uh, um, my medication on my card? Um, what are you... Do you want to know if you have prescription coverage? Yeah. Okay. What's the name of the company you work for? Uh, Surge. And you said your last name? And my name is Rochelle, Rochelle Harden and my math course 4772. All right, give me one moment. Mm-hmm. And if you can confirm your action date of birth. 10-15-1972. And what else? Um, your address. 453 Salone Avenue, Massillon, Ohio 44903. Okay. Your phone number as 419-908-0782? Yes. And I have your email address as blackwidowspider908@yahoo.com? Yeah. All righty. So, ahem, so your... Your, your coverage is still pending. Your enrollment is still pending. Mm-hmm. So it's not active, but once it does become active you did enroll in plan that has FreeRx, um, included. So once you become active you'll be able to register on FreeRx.com and they'll have I.D. cards for you to use for your prescription coverage. Okay, okay. So I can ha... I got everything? You saw anything going there? Yes, sir. Okay, thank you. No problem. Is there anything else I can assist you with? No, ma'am. Thanks. All righty. Thank you so much for calling. You have a great day. You too. Thank you. You too.

Conversation Format

Speaker speaker_0: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl Hudad. Who do I have the pleasure of speaking with?

Speaker speaker_1: Uh, Rochelle Harden.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: I'm calling, um, I'm just calling to check and see will I be able to... I just called not too long ago but I wanted to know will I be able to get my, uh, um, my medication on my card?

Speaker speaker_0: Um, what are you... Do you want to know if you have prescription coverage?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. What's the name of the company you work for?

Speaker speaker_1: Uh, Surge.

Speaker speaker_0: And you said your last name?

Speaker speaker_1: And my name is Rochelle, Rochelle Harden and my math course 4772.

Speaker speaker_0: All right, give me one moment.

Speaker speaker_1: Mm-hmm.

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

Speaker speaker_1: 10-15-1972. And what else?

Speaker speaker_0: Um, your address.

Speaker speaker_1: 453 Salone Avenue, Massillon, Ohio 44903.

Speaker speaker_0: Okay. Your phone number as 419-908-0782?

Speaker speaker_1: Yes.

Speaker speaker_0: And I have your email address as blackwidowspider908@yahoo.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: All righty. So, ahem, so your... Your, your coverage is still pending. Your enrollment is still pending.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So it's not active, but once it does become active you did enroll in plan that has FreeRx, um, included. So once you become active you'll be able to register on FreeRx.com and they'll have I.D. cards for you to use for your prescription coverage.

Speaker speaker_1: Okay, okay. So I can ha... I got everything? You saw anything going there?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: No problem. Is there anything else I can assist you with?

Speaker speaker_1: No, ma'am. Thanks.

Speaker speaker_0: All righty. Thank you so much for calling. You have a great day.

Speaker speaker_1: You too. Thank you. You too.