

## **Transcript: Pearl**

**Rojas-505324537333504-6423445435891712**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Good day- good morning, my name is Sharonda Bussey. And how can I assist you, Ms. Bussey? Hey, I was calling to see if my insurance was back active? Okay. What's the name of the staffing agency you work for? Uh, CRC. And the last four digits of your social? 3973. All right. And if you can confirm your address and date of birth for me? Um, 66530 Oakhill Pass, Fairburn, Georgia, 30213. My date of birth is 09/13/1990. All right. Can I have your phone number as 229-308-5287? Yeah, that's correct. Can I have your email address as sharonbussey@gmail.com? Correct. Or Sharonda, I'm sorry. Sharonda Bussey. Mm-hmm. Um... okay, yes. So you are active today, uh, you did become active the 13th again until the 19th and then as long as we receive the deduction from this week you'll be active next week. But at the moment, you don't have coverage next week, just this one. Okay. Um, I was calling to see, um, uh, could you get me like some, I guess, urgent cares that's in my area that I would be covered up under? Um, in Fairburn, Georgia? Do you have your, your card? Yes, I got the card up there. Okay. So on your card it says, it has a number that says "Find a Provider." You'll be able to call that number and they'll give you a whole list. Or you can go to the website on the card as well and it'll give you a whole list. Oh, okay, okay. All right. Well, thank you so much. No problem. Thank you so much for calling. No problem. 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 morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker\_2: Good day- good morning, my name is Sharonda Bussey.

Speaker speaker\_1: And how can I assist you, Ms. Bussey?

Speaker speaker\_2: Hey, I was calling to see if my insurance was back active?

Speaker speaker\_1: Okay. What's the name of the staffing agency you work for?

Speaker speaker\_2: Uh, CRC.

Speaker speaker\_1: And the last four digits of your social?

Speaker speaker\_2: 3973.

Speaker speaker\_1: All righty. And if you can confirm your address and date of birth for me?

Speaker speaker\_2: Um, 66530 Oakhill Pass, Fairburn, Georgia, 30213. My date of birth is 09/13/1990.

Speaker speaker\_1: All right. Can I have your phone number as 229-308-5287?

Speaker speaker\_2: Yeah, that's correct.

Speaker speaker\_1: Can I have your email address as sharonbussey@gmail.com?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Or Sharonda, I'm sorry. Sharonda Bussey.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Um... okay, yes. So you are active today, uh, you did become active the 13th again until the 19th and then as long as we receive the deduction from this week you'll be active next week. But at the moment, you don't have coverage next week, just this one.

Speaker speaker\_2: Okay. Um, I was calling to see, um, uh, could you get me like some, I guess, urgent cares that's in my area that I would be covered up under? Um, in Fairburn, Georgia?

Speaker speaker\_1: Do you have your, your card?

Speaker speaker\_2: Yes, I got the card up there.

Speaker speaker\_1: Okay. So on your card it says, it has a number that says "Find a Provider." You'll be able to call that number and they'll give you a whole list. Or you can go to the website on the card as well and it'll give you a whole list.

Speaker speaker\_2: Oh, okay, okay. All right. Well, thank you so much.

Speaker speaker\_1: No problem. Thank you so much for calling.

Speaker speaker\_2: No problem.

Speaker speaker\_1: You have a great day.

Speaker speaker\_2: You too. Bye-bye.