

## **Transcript: Pearl**

**Rojas-5211775078940672-6681713207590912**

### **Full Transcript**

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who- who else am I speaking with? Hi, this is Matt Carpenter. I got insurance through y'all through my work and I haven't received my medical card yet or anything in the mail. Okay. Um, have you, did, have you received any of your other cards or do you just have medical? I- I got dental. And you received that card? Yes, ma'am. Okay. So your medical one went to your email. Okay, so I don't get a medical card, not a physical one. We can request one if you would like a med- a physical one, but, uh, originally they just send out virtual copies. Hello? Mr. Carpenter? H-hello? He has disconnected. No response.

### **Conversation Format**

Speaker speaker\_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who- who else am I speaking with?

Speaker speaker\_1: Hi, this is Matt Carpenter. I got insurance through y'all through my work and I haven't received my medical card yet or anything in the mail.

Speaker speaker\_0: Okay. Um, have you, did, have you received any of your other cards or do you just have medical?

Speaker speaker\_1: I- I got dental.

Speaker speaker\_0: And you received that card?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. So your medical one went to your email.

Speaker speaker\_1: Okay, so I don't get a medical card, not a physical one.

Speaker speaker\_0: We can request one if you would like a med- a physical one, but, uh, originally they just send out virtual copies. Hello? Mr. Carpenter? H- hello? He has disconnected. No response.