

Transcript: Pearl

Rojas-5305972541571072-6095343616212992

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Who can I please speak with? Thomas Parker. I'm just trying to figure out my insurance, uh, benefits through my work. They said it's activated. They said my en- my benefits are active and I should be getting medical- Okay. ... instruments. Okay. What's the name of your staffing agency? I'm just trying to figure it- What'd you say, ma'am? What's the name of the staffing agency? Uh, Innovative Staff Solutions is who I'm working through. And the last four digits of your social? 4748. Yeah. And what is their, your address and date of birth? 1223 Cypress Lane, Rantoul, Illinois. My date of birth is 11/07/2003, ma'am. All right. And your phone number is 217-888-0772? Yes, ma'am. Can I have your email address at thomasandchuck21@gmail.com? Yes, ma'am. Okay. So your coverage is active. You haven't received any of your cards or just your medical? I haven't received my medical card at all. Okay. So your medical would have went to your email. I can get another copy sent to you if you'd like. All righty. Right, this, 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, try your, your spam or junk folder. Um, do you have any questions? No, not right at the moment. All right. It'll be just a few moments while I go ahead and download and send that over to you. Um, but if you have no other questions, thank you so much for calling. You have a great day. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Who can I please speak with?

Speaker speaker_2: Thomas Parker. I'm just trying to figure out my insurance, uh, benefits through my work. They said it's activated. They said my en- my benefits are active and I should be getting medical-

Speaker speaker_1: Okay.

Speaker speaker_2: ... instruments.

Speaker speaker_1: Okay. What's the name of your staffing agency?

Speaker speaker_2: I'm just trying to figure it- What'd you say, ma'am?

Speaker speaker_1: What's the name of the staffing agency?

Speaker speaker_2: Uh, Innovative Staff Solutions is who I'm working through.

Speaker speaker_1: And the last four digits of your social?

Speaker speaker_2: 4748.

Speaker speaker_1: Yeah. And what is their, your address and date of birth?

Speaker speaker_2: 1223 Cypress Lane, Rantoul, Illinois. My date of birth is 11/07/2003, ma'am.

Speaker speaker_1: All right. And your phone number is 217-888-0772?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Can I have your email address at thomasandchuck21@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. So your coverage is active. You haven't received any of your cards or just your medical?

Speaker speaker_2: I haven't received my medical card at all.

Speaker speaker_1: Okay. So your medical would have went to your email. I can get another copy sent to you if you'd like.

Speaker speaker_2: All righty.

Speaker speaker_1: Right, this, 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, try your, your spam or junk folder. Um, do you have any questions?

Speaker speaker_2: No, not right at the moment.

Speaker speaker_1: All right. It'll be just a few moments while I go ahead and download and send that over to you. Um, but if you have no other questions, thank you so much for calling. You have a great day.

Speaker speaker_2: You too.