

## **Transcript: Pearl**

**Rojas-5306656133398528-6083425664942080**

### **Full Transcript**

Hi, good afternoon. Yeah. Thank you for calling Benefits in a Card. My name is Pearl. Who does or was I speaking with? Tanisha Lane. How can I assist you, Ms. Lane? Okay. I was calling to see, um... I don't have an insurance card and I have a doctor appointment. I was wondering if you could get me my insurance number or something like that? Of course. Let me go ahead and take a look at your account. What's the name of the staffing agency you work for? Verge Staffing. And the last four digits of your social? 6628. All right. And can you verify your address and date of birth for me? Um, my birthday is 7-27-1981. Uh, my address is 127 Noble Creek Road, Woodville, South Carolina 29388. All right. And I have your phone number as 79- uh, 470-571-7760? Yes, ma'am. And I have your email address as tanishalane39@gmail.com? Yes, ma'am. I don't currently have you enrolled in coverage. They don't? No, ma'am. All right, so I got to have one. Okay, thank you. No problem. Is there anything else I can assist you with today? Nope, that's it. Thank you. Thank you so much for calling. You have a great day.

### **Conversation Format**

Speaker speaker\_0: Hi, good afternoon.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Pearl. Who does or was I speaking with?

Speaker speaker\_1: Tanisha Lane.

Speaker speaker\_0: How can I assist you, Ms. Lane?

Speaker speaker\_1: Okay. I was calling to see, um... I don't have an insurance card and I have a doctor appointment. I was wondering if you could get me my insurance number or something like that?

Speaker speaker\_0: Of course. Let me go ahead and take a look at your account. What's the name of the staffing agency you work for?

Speaker speaker\_1: Verge Staffing.

Speaker speaker\_0: And the last four digits of your social?

Speaker speaker\_1: 6628.

Speaker speaker\_0: All righty. And can you verify your address and date of birth for me?

Speaker speaker\_1: Um, my birthday is 7-27-1981. Uh, my address is 127 Noble Creek Road, Woodville, South Carolina 29388.

Speaker speaker\_0: All righty. And I have your phone number as 79- uh, 470-571-7760?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And I have your email address as tanishalane39@gmail.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: I don't currently have you enrolled in coverage.

Speaker speaker\_1: They don't?

Speaker speaker\_0: No, ma'am.

Speaker speaker\_1: All right, so I got to have one. Okay, thank you.

Speaker speaker\_0: No problem. Is there anything else I can assist you with today?

Speaker speaker\_1: Nope, that's it. Thank you.

Speaker speaker\_0: Thank you so much for calling. You have a great day.