

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hood. Who is the pleasure of speaking with? Hello, Pearl. This is Mike Mulvaney. How can I assist you? Well, I got a, I got insurance with y... And I have an appointment tomorrow, but I haven't received my card. Is there a number or something that I can write down to show the doctor? I can definitely assist you with that. What's the name of the facility you work for? Serge. And the last four digits of your social? 3275. And if you can confirm your address and date of birth. 500 North Walnut Street, Apartment 4, Celina, Ohio, 45822-1123-77. Okay. Now your phone number is 513-295-4386... 68, I'm sorry. Yeah, 513-295-4368. Yes. Can I have your email address as your last name, LL@gmail.com? At gmail.com. Yes. All righty. So you are active. What I can do is I can actually send you copies of your benefit cards to your email. Okay, that'll work too. That's something I can show them, I guess. Yep. And then, so that email's gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try a spam or junk folder. And it'll be just a couple minutes while I download and get those sent over. Okay? Okay. Do you have any questions? That's it. No, I'm good. Thank you so much for calling. You have a great day. Thanks. You too. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hood. Who is the pleasure of speaking with?

Speaker speaker_1: Hello, Pearl. This is Mike Mulvaney.

Speaker speaker_0: How can I assist you?

Speaker speaker_1: Well, I got a, I got insurance with y... And I have an appointment tomorrow, but I haven't received my card. Is there a number or something that I can write down to show the doctor?

Speaker speaker_0: I can definitely assist you with that. What's the name of the facility you work for?

Speaker speaker_1: Serge.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: 3275.

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

Speaker speaker_1: 500 North Walnut Street, Apartment 4, Celina, Ohio, 45822-1123-77.

Speaker speaker_0: Okay. Now your phone number is 513-295-4386... 68, I'm sorry.

Speaker speaker_1: Yeah, 513-295-4368. Yes.

Speaker speaker_0: Can I have your email address as your last name, LL@gmail.com?

Speaker speaker_1: At gmail.com. Yes.

Speaker speaker_0: All righty. So you are active. What I can do is I can actually send you copies of your benefit cards to your email.

Speaker speaker_1: Okay, that'll work too. That's something I can show them, I guess.

Speaker speaker_0: Yep. And then, so that email's gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try a spam or junk folder. And it'll be just a couple minutes while I download and get those sent over. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Do you have any questions?

Speaker speaker_1: That's it. No, I'm good.

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

Speaker speaker_1: Thanks. You too. Bye-bye.

Speaker speaker_0: Bye.