

## Transcript: Pearl

**Rojas-5318370516844544-5211010578300928**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefit Dinner Card. My name is Pearl. Who do I have the pleasure of speaking with? Uh, this is Daniel Stevenson. Hello? Hello. And how can I assist you today, Mr. Stevenson? What? Uh, well, I was at the doctor- How can I assist you today? ... and I was, uh, I was at the doctor and I was trying to, uh, get the NPI, I guess it is, or... NPI? Well, I, they're saying they're having problems pulling y'all up. D- and, and you provided them with your, your benefit card? Yes. Yes. Let me... Um, do you know what plan year your card is? Or do you know what card it is? Ma'am? Do you know which, which insurance carrier you're with? Uh, apparently it's supposed to be MultiPlan. What staffing agency you work for? Hm? What's the name of the staffing agency you work for? The company I work for? The staffing agency. Oh, um, Surge. And the last four digits of your Social? Uh, 1868. Okay. And can you confirm your address and date of birth for me? Address and date of birth. Uh, 284 Pine Grove Church Road, uh, Culloden, Georgia. And your date of birth. And I'm sorry, what was the... 01/19/76. All righty. And I have your phone number as 478-444-3912. That's it. I have your email address as StevensonDaniel0... 081@gmail.com? I believe so, yeah. Okay. Let's see here. So, you're, you're... You have the VIP standard which is American Public Life. Um, let me transfer you over to them and see if we can assist you with your account. I have here that you're active and you do have medical, um, so it shouldn't be an issue with them pulling up your account. Let me get you transferred over so they can assist you, okay? Okay. Thank you so much for calling. Have a great day. You too.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefit Dinner Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker\_1: Uh, this is Daniel Stevenson. Hello?

Speaker speaker\_0: Hello. And how can I assist you today, Mr. Stevenson?

Speaker speaker\_1: What? Uh, well, I was at the doctor-

Speaker speaker\_0: How can I assist you today?

Speaker speaker\_1: ... and I was, uh, I was at the doctor and I was trying to, uh, get the NPI, I guess it is, or...

Speaker speaker\_0: NPI?

Speaker speaker\_1: Well, I, they're saying they're having problems pulling y'all up.

Speaker speaker\_0: D- and, and you provided them with your, your benefit card?

Speaker speaker\_1: Yes. Yes.

Speaker speaker\_0: Let me... Um, do you know what plan year your card is? Or do you know what card it is?

Speaker speaker\_1: Ma'am?

Speaker speaker\_0: Do you know which, which insurance carrier you're with?

Speaker speaker\_1: Uh, apparently it's supposed to be MultiPlan.

Speaker speaker\_0: What staffing agency you work for?

Speaker speaker\_1: Hm?

Speaker speaker\_0: What's the name of the staffing agency you work for?

Speaker speaker\_1: The company I work for?

Speaker speaker\_0: The staffing agency.

Speaker speaker\_1: Oh, um, Surge.

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

Speaker speaker\_1: Uh, 1868.

Speaker speaker\_0: Okay. And can you confirm your address and date of birth for me?

Speaker speaker\_1: Address and date of birth. Uh, 284 Pine Grove Church Road, uh, Culloden, Georgia.

Speaker speaker\_0: And your date of birth.

Speaker speaker\_1: And I'm sorry, what was the... 01/19/76.

Speaker speaker\_0: All righty. And I have your phone number as 478-444-3912.

Speaker speaker\_1: That's it.

Speaker speaker\_0: I have your email address as StevensonDaniel0... 081@gmail.com?

Speaker speaker\_1: I believe so, yeah.

Speaker speaker\_0: Okay. Let's see here. So, you're, you're... You have the VIP standard which is American Public Life. Um, let me transfer you over to them and see if we can assist you with your account. I have here that you're active and you do have medical, um, so it shouldn't be an issue with them pulling up your account. Let me get you transferred over so they can assist you, okay?

Speaker speaker\_1: Okay.

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

Speaker speaker\_1: You too.