

Transcript: Pearl

Rojas-5331567378087936-5116319354241024

Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Crystal Morgan. And how can I assist you? Yes, I was just trying to see was I, was I covered... Because I have a mammogram coming up, and I was just trying to see was my, if insurance covering it. Okay. What's the name of this company you work for? Serge. And the last four digits of your social? 5754. All right. And one more. Please can you verify your address and date of birth for me? 7/30/87. And your address. 860 Road, 981 North Alabama, 36877. All righty. One moment. Can I have your phone number as 334-468-2952? Yes. Okay, just give me one moment. Okay, let's see. Okay, so looking at your account, it's currently not active. Yeah, I don't work there anymore. I was just trying to see does the insurance run out or if that's still covered. Okay, yeah, 'cause they're week-to-week basis, so, um, yeah, your coverage isn't active anymore. Okay, thank you. No problem. Thank you for calling. Have a great day.

Conversation Format

Speaker speaker_0: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Crystal Morgan.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Yes, I was just trying to see was I, was I covered... Because I have a mammogram coming up, and I was just trying to see was my, if insurance covering it.

Speaker speaker_0: Okay. What's the name of this company you work for?

Speaker speaker_1: Serge.

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

Speaker speaker_1: 5754.

Speaker speaker_0: All right. And one more. Please can you verify your address and date of birth for me?

Speaker speaker_1: 7/30/87.

Speaker speaker_0: And your address.

Speaker speaker_1: 860 Road, 981 North Alabama, 36877.

Speaker speaker_0: All righty. One moment. Can I have your phone number as 334-468-2952?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, just give me one moment. Okay, let's see. Okay, so looking at your account, it's currently not active.

Speaker speaker_1: Yeah, I don't work there anymore. I was just trying to see does the insurance run out or if that's still covered.

Speaker speaker_0: Okay, yeah, 'cause they're week-to-week basis, so, um, yeah, your coverage isn't active anymore.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: No problem. Thank you for calling. Have a great day.