

## Transcript: Pearl

**Rojas-5335454672011264-5994184610725888**

### 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 ... speaking with. Matthew. Now how can I assist you? Um, I'm calling today 'cause my, I need to get my girlfriend's insurance card for her. Okay. In order to access her acc- are you, um, a dependent on her account? No. She's sitting right next to me though, I can have her verify it all for you if you want. Yep. If I can speak with her to get that done for you guys, that'd be great. Oh, h- hello? Hi, good afternoon. Uh, your boyfriend was telling me you need your medical cards. Yes. Okay. What's the name of the staffing agency you work for? Um, Surge Staffing. Okay. And the last four digits of your social? Uh, 3727. And what's your name? Uh, Kelsey Hall. All right. And if you can verify your address and date of birth. Um, 747, um- Address. ... Shalimar Drive, Apartment D, Mount Vernon, Ohio. And, uh, we just moved to a different apartment in the same complex with 733 B now. And, um, the, my first and last name, is that what you said? No, your date of birth. Oh. 11/18/2000. Okay. So I have Shalimar Drive, but I have... you said it's 743? Or 733 is the new one and 747 is the old one, I believe. Okay. And I have your phone number as, uh... Oh, I think this is wrong. I have a 155-9978-076. That's 0- No, it's, um, 559-978-0769. Okay. There you go. And I have your email address as hKelsey78@yahoo.com? Yes. Let's see. Okay. Okay. Uh, I can go ahead and get a digital, uh, virtual copy sent to your email if you like. Would you like po- Uh, yes, please. Okay. All right. I will... benefitsinacard.com. They should go to your inbox. If you don't see 'em in the inbox, try your spam folder. Okay. And do you happen to know, um, what my insurance covers? Like does it cover hospital visits or urgent care visits or anything like that? This and ER visits, let me... give me one second. You are in the VIP Classic, which is this one and... Okay. So for urgent care facilities, they cover four, \$50 a day for four visits a year. Um, same for physician's office. Oh. And then for ER, it's \$50 a day for two days. Okay. All right. Thank you so much. No problem. Thank you, so thanks for calling. Have a good day. Thank 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 ... speaking with.

Speaker speaker\_2: Matthew.

Speaker speaker\_1: Now how can I assist you?

Speaker speaker\_2: Um, I'm calling today 'cause my, I need to get my girlfriend's insurance card for her.

Speaker speaker\_1: Okay. In order to access her acc- are you, um, a dependent on her account?

Speaker speaker\_2: No. She's sitting right next to me though, I can have her verify it all for you if you want.

Speaker speaker\_1: Yep. If I can speak with her to get that done for you guys, that'd be great.

Speaker speaker\_3: Oh, h- hello?

Speaker speaker\_1: Hi, good afternoon. Uh, your boyfriend was telling me you need your medical cards.

Speaker speaker\_3: Yes.

Speaker speaker\_1: Okay. What's the name of the staffing agency you work for?

Speaker speaker\_3: Um, Surge Staffing.

Speaker speaker\_1: Okay. And the last four digits of your social?

Speaker speaker\_3: Uh, 3727.

Speaker speaker\_1: And what's your name?

Speaker speaker\_3: Uh, Kelsey Hall.

Speaker speaker\_1: All right. And if you can verify your address and date of birth.

Speaker speaker\_3: Um, 747, um-

Speaker speaker\_4: Address.

Speaker speaker\_3: ... Shalimar Drive, Apartment D, Mount Vernon, Ohio. And, uh, we just moved to a different apartment in the same complex with 733 B now. And, um, the, my first and last name, is that what you said?

Speaker speaker\_1: No, your date of birth.

Speaker speaker\_3: Oh. 11/18/2000.

Speaker speaker\_1: Okay. So I have Shalimar Drive, but I have... you said it's 743?

Speaker speaker\_3: Or 733 is the new one and 747 is the old one, I believe.

Speaker speaker\_1: Okay. And I have your phone number as, uh... Oh, I think this is wrong. I have a 155-9978-076.

Speaker speaker\_4: That's 0-

Speaker speaker\_1: No, it's, um, 559-978-0769.

Speaker speaker\_4: Okay. There you go. And I have your email address as hKelsey78@yahoo.com?

Speaker speaker\_3: Yes.

Speaker speaker\_5: Let's see. Okay.

Speaker speaker\_1: Okay. Uh, I can go ahead and get a digital, uh, virtual copy sent to your email if you like. Would you like po-

Speaker speaker\_3: Uh, yes, please.

Speaker speaker\_5: Okay. All right. I will... benefitsinacard.com. They should go to your inbox. If you don't see 'em in the inbox, try your spam folder.

Speaker speaker\_3: Okay. And do you happen to know, um, what my insurance covers? Like does it cover hospital visits or urgent care visits or anything like that?

Speaker speaker\_1: This and ER visits, let me... give me one second. You are in the VIP Classic, which is this one and... Okay. So for urgent care facilities, they cover four, \$50 a day for four visits a year. Um, same for physician's office.

Speaker speaker\_3: Oh.

Speaker speaker\_1: And then for ER, it's \$50 a day for two days.

Speaker speaker\_3: Okay. All right. Thank you so much.

Speaker speaker\_1: No problem. Thank you, so thanks for calling. Have a good day.

Speaker speaker\_3: Thank you too.