

Transcript: Pearl

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Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Hey. My name is Nick. And how can I assist you? Hey, I'd like my ID card sent over, um, digitally. All righty. And what's the name of the company you said you look ... work for? It is Partners Personal. And the last four digits of your Social? 6803. 6803, okay. Give me one moment. And if you can verify your address and date of birth. 2703 Alexander Road, Atwater, Ohio 44201. My date of birth is 7-14-91. Okay. And I have your phone number as 330-554-4324? Yeah, that's correct. And I have your email address as thompsonhomeimprovementsitd@gmail.com? LTD? Yeah. LTD. Okay... Okay. So I can go ahead and get those sent to you. Um, they're gonna come from info@benefitsinacard.com. Um, they should go to your inbox. If you don't see them in your inbox... Actually, so your coverage just became active this... today, this morning. Mm-hmm. So the cards won't be, uh, generated in the system yet. Um, if you'd like, you can give us a call Wednesday or Thursday to receive the virtual copies already. Um, but today, they just came active. There won't be any information in the system yet. 'Cause they told me it would be active the Monday it gets withdrawn. What... When do I figure out when it's active? I mean, are you gonna be taking my money when there's coverage? Okay, so the first deduction was made last Friday. You ca-... Became active this morning. The coverage is active. You can give them- Okay. ... the... whatever providers you're going to, whether it be dental, vision, medical. You can provide them our phone number and we can verify you have coverage, but your coverage just became active this Monday, today. And the cards won't be generated... Usually, they're... We have virtual copies by Wednesday, Thursday, and you should get your physicals by the end of the week. But your coverage, literally, just... uh, became active today because the first deduction was made the Friday that passed. Okay. And then, uh, I'll just wait for you because here nobody's gonna do anything with our member numbers or group ID or anything. So... Unless you can provide that- Yep. The... Can you hear me? No, the, the accounts are... Just started generating this morning when the deduction was received. Okay. So you're saying call back Thursday to get the information I need? Yes. Hello? Yes? Okay, thank you. Have a great day. Have a good day.

Conversation Format

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

Speaker speaker_1: Hey. My name is Nick.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Hey, I'd like my ID card sent over, um, digitally.

Speaker speaker_0: All righty. And what's the name of the company you said you look ... work for?

Speaker speaker_1: It is Partners Personal.

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

Speaker speaker_1: 6803.

Speaker speaker_0: 6803, okay. Give me one moment. And if you can verify your address and date of birth.

Speaker speaker_1: 2703 Alexander Road, Atwater, Ohio 44201. My date of birth is 7-14-91.

Speaker speaker_0: Okay. And I have your phone number as 330-554-4324?

Speaker speaker_1: Yeah, that's correct.

Speaker speaker_0: And I have your email address as thompsonhomeimprovementsitd@gmail.com?

Speaker speaker_1: LTD? Yeah.

Speaker speaker_0: LTD. Okay... Okay. So I can go ahead and get those sent to you. Um, they're gonna come from info@benefitsinacard.com. Um, they should go to your inbox. If you don't see them in your inbox... Actually, so your coverage just became active this... today, this morning. Mm-hmm. So the cards won't be, uh, generated in the system yet. Um, if you'd like, you can give us a call Wednesday or Thursday to receive the virtual copies already. Um, but today, they just came active. There won't be any information in the system yet.

Speaker speaker_1: 'Cause they told me it would be active the Monday it gets withdrawn. What... When do I figure out when it's active? I mean, are you gonna be taking my money when there's coverage?

Speaker speaker_0: Okay, so the first deduction was made last Friday. You ca-... Became active this morning. The coverage is active. You can give them-

Speaker speaker_1: Okay.

Speaker speaker_0: ... the... whatever providers you're going to, whether it be dental, vision, medical. You can provide them our phone number and we can verify you have coverage, but your coverage just became active this Monday, today. And the cards won't be generated... Usually, they're... We have virtual copies by Wednesday, Thursday, and you should get your physicals by the end of the week. But your coverage, literally, just... uh, became active today because the first deduction was made the Friday that passed.

Speaker speaker_1: Okay. And then, uh, I'll just wait for you because here nobody's gonna do anything with our member numbers or group ID or anything. So... Unless you can provide

that-

Speaker speaker_0: Yep. The... Can you hear me? No, the, the accounts are... Just started generating this morning when the deduction was received.

Speaker speaker_1: Okay. So you're saying call back Thursday to get the information I need?

Speaker speaker_0: Yes.

Speaker speaker_1: Hello?

Speaker speaker_0: Yes?

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Have a great day.

Speaker speaker_1: Have a good day.