

Transcript: Pearl

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Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Earl. Who have the pleasure of speaking with? My name is Roderick Brown. And how can I assist you? Hello? Yes, my name is Roderick Brown. How can I assist you? Uh, well, a few days... like, two days ago, I had called and spoke with someone about, uh, basically, uh, giving my wife access to the same access I have. So, he was supposed to, uh, reach out to the people he needed to reach out to, to see, uh... send her the same email that I got where she can, uh, check her email and then be able to get the same access I got. So, uh, he's- Access to what? Access to basically, like, speaking to like, uh, a consultant, like on a... I don't know if it's called an app or whatever, but the email I received, I could click on this, uh, green icon and it's basically giving me how to access like as far as booking appointments and speaking with a doctor and stuff like that. And, uh, he was supposed to send her an email but she still hasn't received the email. So you wanted to add her to your coverage so that she has coverage as well? Well, w-well, she already been added to my coverage but for some reason she didn't get the same email that I got. So, he was supposed to send her the same email that I received but she still hasn't received the email. Okay. What's the name of the staffing agency you work for? None. And the last four digits of your social? 6726. Okay. And if you can verify your address and date of birth. 713 Hawthorne Drive, Hopkinsville, Kentucky, 4/19/85. Can I have your phone number as 678-532-1181? Yes. Can I have your email address as rogerbrown724 at gmail.com? Yes. Okay, bear with me one moment. Okay. So the agent that spoke with you previously, um, is not in the office at the moment for me to reach out to him. I'm gonna place you on brief hold and see if I can get any information on that email, okay? All right, thanks. No problem. Bear with me. For holding Mr. Brown. 4722. Work floor. So, you will actually be receiving the email and it'll say, "Activate your dependant." And it'll have her information and you'll be able to activate her account and then it'll ask you to create a password for her, um, and you would go from there but you would receive it. She's not going to receive it in her email. Okay. So, once y'all receive the email that's when I can activate her too? Yes, so I would just look for an email that looks like the one you activated, um, because it'll be- Okay. ... about the same. It'll just have her information on it. All right. Thank you so much. No problem. Thank you for calling. Have a great day. All right. You too.

Conversation Format

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

Speaker speaker_1: My name is Roderick Brown.

Speaker speaker_0: And how can I assist you? Hello?

Speaker speaker_1: Yes, my name is Roderick Brown.

Speaker speaker_0: How can I assist you?

Speaker speaker_1: Uh, well, a few days... like, two days ago, I had called and spoke with someone about, uh, basically, uh, giving my wife access to the same access I have. So, he was supposed to, uh, reach out to the people he needed to reach out to, to see, uh... send her the same email that I got where she can, uh, check her email and then be able to get the same access I got. So, uh, he's-

Speaker speaker_0: Access to what?

Speaker speaker_1: Access to basically, like, speaking to like, uh, a consultant, like on a... I don't know if it's called an app or whatever, but the email I received, I could click on this, uh, green icon and it's basically giving me how to access like as far as booking appointments and speaking with a doctor and stuff like that. And, uh, he was supposed to send her an email but she still hasn't received the email.

Speaker speaker_0: So you wanted to add her to your coverage so that she has coverage as well?

Speaker speaker_1: Well, w- well, she already been added to my coverage but for some reason she didn't get the same email that I got. So, he was supposed to send her the same email that I received but she still hasn't received the email.

Speaker speaker_0: Okay. What's the name of the staffing agency you work for?

Speaker speaker_1: None.

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

Speaker speaker_1: 6726.

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

Speaker speaker_1: 713 Hawthorne Drive, Hopkinsville, Kentucky, 4/19/85.

Speaker speaker_0: Can I have your phone number as 678-532-1181?

Speaker speaker_1: Yes.

Speaker speaker_0: Can I have your email address as rogerbrown724 at gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, bear with me one moment. Okay. So the agent that spoke with you previously, um, is not in the office at the moment for me to reach out to him. I'm gonna place you on brief hold and see if I can get any information on that email, okay?

Speaker speaker_1: All right, thanks.

Speaker speaker_0: No problem. Bear with me. For holding Mr. Brown. 4722. Work floor. So, you will actually be receiving the email and it'll say, "Activate your dependant." And it'll have her information and you'll be able to activate her account and then it'll ask you to create a password for her, um, and you would go from there but you would receive it. She's not going to receive it in her email.

Speaker speaker_1: Okay. So, once y'all receive the email that's when I can activate her too?

Speaker speaker_0: Yes, so I would just look for an email that looks like the one you activated, um, because it'll be-

Speaker speaker_1: Okay.

Speaker speaker_0: ... about the same. It'll just have her information on it.

Speaker speaker_1: All right. Thank you so much.

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

Speaker speaker_1: All right. You too.