

## **Transcript: Pearl**

**Rojas-5383921319329792-6135655218069504**

### **Full Transcript**

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hudnall, who would like to know what you're speaking with? Uh, James Hudson. And how can I assist you? Yes, ma'am. I was wondering if I have insurance through Hamilton Riker. Okay. And what are the last four digits of your social? Uh, 2113. All righty. And if you can confirm your address and date of birth? Address is 1544 Highway 70 East, Jackson, Tennessee, Apartment 10. And your date of birth? March 11th, 1971. All righty. I have your phone number as 431-7031. Yes. Okay, then. I have your email just as lennonjames2@gmail.com. Yes. Okay. I do have you currently enrolled in coverage, but it's just not active yet. Okay. So, what up? Okay, what type of insurance is it? I have you down for medical, dental, vision, and preventative health. Yeah, the reason I was asking you is 'cause I, I had a doctor's appointment today and I, I was trying to figure out what my insurance was. Okay, yeah, 'cause you're not active yet, so you wouldn't be able to use it. Um, we're still waiting on the deductions to begin. Oh, okay. So, uh- And then can I help you with this issue? Uh, no, ma'am. That's fine. Thank you. Thank you so much for calling. You have a great day. Uh, you too. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hudnall, who would like to know what you're speaking with?

Speaker speaker\_1: Uh, James Hudson.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: Yes, ma'am. I was wondering if I have insurance through Hamilton Riker.

Speaker speaker\_0: Okay. And what are the last four digits of your social?

Speaker speaker\_1: Uh, 2113.

Speaker speaker\_0: All righty. And if you can confirm your address and date of birth?

Speaker speaker\_1: Address is 1544 Highway 70 East, Jackson, Tennessee, Apartment 10.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: March 11th, 1971.

Speaker speaker\_0: All righty. I have your phone number as 431-7031.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, then. I have your email just as lennonjames2@gmail.com.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. I do have you currently enrolled in coverage, but it's just not active yet.

Speaker speaker\_1: Okay. So, what up? Okay, what type of insurance is it?

Speaker speaker\_0: I have you down for medical, dental, vision, and preventative health.

Speaker speaker\_1: Yeah, the reason I was asking you is 'cause I, I had a doctor's appointment today and I, I was trying to figure out what my insurance was.

Speaker speaker\_0: Okay, yeah, 'cause you're not active yet, so you wouldn't be able to use it. Um, we're still waiting on the deductions to begin.

Speaker speaker\_1: Oh, okay. So, uh-

Speaker speaker\_0: And then can I help you with this issue?

Speaker speaker\_1: Uh, no, ma'am. That's fine. Thank you.

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

Speaker speaker\_1: Uh, you too.

Speaker speaker\_0: Bye-bye.