

Transcript: Pearl

Rojas-5385519458205696-6685400437145600

Full Transcript

Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who did I, the pleasure of speaking with? Um, Jaquista Mason. Can I help can I assist you with? Yes. Um, I'm trying to see if this is the insurance that I have through my job. Okay. What state and municipality are you working for? Um, TRC. All right. Yes, ma'am. Now what is the last four digits of your Social? Um, 0519. Okay. Can you confirm your address and date of birth? 0305... Can you say, I'm sorry? Your address and date of birth. 03051998 N3CC 2nd Avenue, Shiloh, Georgia. Okay. And I have your phone number as 706-977-8915? Yes, ma'am. Can I have your email address- I'm sorry. You're going in and out. Hello? Mm-hmm. I have your email address as J... as L. Hello? Mm-hmm. Can you hear me? I can hear you now. Okay. I have your email address as lmason05@gmail.com. lmasonj05. Okay. And how can I assist you? Yes. Um, I just want to know the name of the insurance. I'm trying to schedule a dentist appointment, and they need the name of the insurance. Your dental is through American Public Life. American Public Life? Yes. Do you have a copy of your card or would you like me to send a copy out to you? Could you send a copy to me please? Of course. If you'd like, I could send a copy of all four of your cards, um, via email. Yes, ma'am. That's fine. Okay. That email is gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder and it'll be just a couple moments before that arrives because I do have to download and send them to you. Okay? Okay. Um, do you have any questions? No, ma'am. All right. Thank you so much for calling. You have a great day. You as well. Thank you.

Conversation Format

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

Speaker speaker_1: Um, Jaquista Mason.

Speaker speaker_0: Can I help can I assist you with?

Speaker speaker_1: Yes. Um, I'm trying to see if this is the insurance that I have through my job.

Speaker speaker_0: Okay. What state and municipality are you working for?

Speaker speaker_1: Um, TRC.

Speaker speaker_0: All righty. Yes, ma'am. Now what is the last four digits of your Social?

Speaker speaker_1: Um, 0519.

Speaker speaker_0: Okay. Can you confirm your address and date of birth?

Speaker speaker_1: 0305... Can you say, I'm sorry?

Speaker speaker_0: Your address and date of birth.

Speaker speaker_1: 03051998 N3CC 2nd Avenue, Shiloh, Georgia.

Speaker speaker_0: Okay. And I have your phone number as 706-977-8915?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Can I have your email address-

Speaker speaker_1: I'm sorry. You're going in and out.

Speaker speaker_0: Hello?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: I have your email address as J... as L. Hello?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Can you hear me?

Speaker speaker_1: I can hear you now.

Speaker speaker_0: Okay. I have your email address as lmason05@gmail.com.

Speaker speaker_1: lmasonj05.

Speaker speaker_0: Okay. And how can I assist you?

Speaker speaker_1: Yes. Um, I just want to know the name of the insurance. I'm trying to schedule a dentist appointment, and they need the name of the insurance.

Speaker speaker_0: Your dental is through American Public Life.

Speaker speaker_1: American Public Life?

Speaker speaker_0: Yes. Do you have a copy of your card or would you like me to send a copy out to you?

Speaker speaker_1: Could you send a copy to me please?

Speaker speaker_0: Of course. If you'd like, I could send a copy of all four of your cards, um, via email.

Speaker speaker_1: Yes, ma'am. That's fine.

Speaker speaker_0: Okay. That email is gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder and it'll be just a couple moments before that arrives because I do have to download and send them to you. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Um, do you have any questions?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: All right. Thank you so much for calling. You have a great day.

Speaker speaker_1: You as well. Thank you.