

## **Transcript: Pearl**

**Rojas-5460985183256576-6059697802625024**

### **Full Transcript**

Good afternoon. Thank you for calling Bennett for Senate card. My name is Pearl. Who can I have the pleasure of speaking with? Hey, Pearl, this is Jaida. I hear you calling back. And how can I assist you? So I have a quick question. Can they, um, look on their... because I know I didn't sign up for life insurance or something, but I want to say I signed up for medical. Can you check that out for me? You did sign up for medical. I sent your card, um, way... in that email. Okay. So the one they say the MedLife, that is the medical insurance? No, MedLife is vision. The one that says medical, it should say Hays medical ID card on there. Okay. Let me see while you're on the phone. I don't see that. Yeah, let me see too. She said it should say, uh... No, I don't see it either. I see Hayes Dental, Hayes Vision, Hayes Medical. And then... That, that's the medical card, the one that says medical. Okay. All righty. Thank you.

### **Conversation Format**

Speaker speaker\_0: Good afternoon. Thank you for calling Bennett for Senate card. My name is Pearl. Who can I have the pleasure of speaking with?

Speaker speaker\_1: Hey, Pearl, this is Jaida. I hear you calling back.

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

Speaker speaker\_1: So I have a quick question. Can they, um, look on their... because I know I didn't sign up for life insurance or something, but I want to say I signed up for medical. Can you check that out for me?

Speaker speaker\_0: You did sign up for medical. I sent your card, um, way... in that email.

Speaker speaker\_1: Okay. So the one they say the MedLife, that is the medical insurance?

Speaker speaker\_0: No, MedLife is vision. The one that says medical, it should say Hays medical ID card on there.

Speaker speaker\_1: Okay. Let me see while you're on the phone. I don't see that.

Speaker speaker\_2: Yeah, let me see too.

Speaker speaker\_1: She said it should say, uh...

Speaker speaker\_2: No, I don't see it either. I see Hayes Dental, Hayes Vision, Hayes Medical. And then...

Speaker speaker\_0: That, that's the medical card, the one that says medical.

Speaker speaker\_1: Okay. All righty. Thank you.