

Transcript: Pearl

Rojas-5527837497278464-6262596259201024

Full Transcript

Good morning. Thank you for calling Benefits in a Card. My- Hello? Hi, good morning. Hello? Oh, sorry. I think you cut out there for a second. Um, my name is Dustin Franklin. I'm calling about my, uh, my nephew, Dean Anthony Mauffrey. Um, can you hear me? Yes. Okay, sorry. Um, we're... I'm his guardian. Um, he's almost 19, but I'm his guardian, and so he works at Dutton-Lainson, um, and I need to know if he enrolled in his, um, health insurance there. Okay, I'm with you. I don't really need any specific info. I just... he's not... He's asleep over at his grandpa's house right now and he won't wake up, and I got to go over there and get him. But I just... I need to know so I can make him a doctor's appointment, if he actually has insurance. So unfortunately, I can't access his account without him be- without speaking with him to verify all the information, um, and, an- and allow me to give you information. So I'm pretty sure- Okay. ... he would have to be with you. Let me give him a call and I'll see if I can get him to come over and then we'll call back. All right. Thank you for calling. You have a great day. Thank you. Bye. Bye.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling Benefits in a Card. My-

Speaker speaker_1: Hello?

Speaker speaker_0: Hi, good morning.

Speaker speaker_1: Hello? Oh, sorry. I think you cut out there for a second. Um, my name is Dustin Franklin. I'm calling about my, uh, my nephew, Dean Anthony Mauffrey. Um, can you hear me?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay, sorry. Um, we're... I'm his guardian. Um, he's almost 19, but I'm his guardian, and so he works at Dutton-Lainson, um, and I need to know if he enrolled in his, um, health insurance there.

Speaker speaker_0: Okay, I'm with you.

Speaker speaker_1: I don't really need any specific info. I just... he's not... He's asleep over at his grandpa's house right now and he won't wake up, and I got to go over there and get him. But I just... I need to know so I can make him a doctor's appointment, if he actually has insurance.

Speaker speaker_0: So unfortunately, I can't access his account without him be- without speaking with him to verify all the information, um, and, an- and allow me to give you information. So I'm pretty sure-

Speaker speaker_1: Okay.

Speaker speaker_0: ... he would have to be with you.

Speaker speaker_1: Let me give him a call and I'll see if I can get him to come over and then we'll call back.

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

Speaker speaker_1: Thank you. Bye.

Speaker speaker_0: Bye.