

Transcript: Pearl

Rojas-5574482729680896-6125794127036416

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Uh, hello. I'm sorry, I didn't quite hear that. Um, I said good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Oh, this is Bruce Harden, H-A-R-D-E-N. Okay. How can I assist you? Well, I have a question concerning, uh, I enrolled a couple weeks ago and, uh, through my new, uh, through workforce management and I was wondering if, will you be sending a card or something to, to me that I can show to physicians and whatever for proof of insurance? Yes. So at the end of the week, after your first deduction, you'll receive your benefit card in the mail. Okay, so if first deduction was last week, so the end of this week, I'll get something. Yes. Oh, okay. I guess that's all I needed to know. And, and I can start using it as soon as I get the card then, right? Correct. Okay, very good. Well, thank you very much. No problem. Thank you so much for calling. You have a great day. All right, bye-bye.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Uh, hello. I'm sorry, I didn't quite hear that.

Speaker speaker_0: Um, I said good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Oh, this is Bruce Harden, H-A-R-D-E-N.

Speaker speaker_0: Okay. How can I assist you?

Speaker speaker_1: Well, I have a question concerning, uh, I enrolled a couple weeks ago and, uh, through my new, uh, through workforce management and I was wondering if, will you be sending a card or something to, to me that I can show to physicians and whatever for proof of insurance?

Speaker speaker_0: Yes. So at the end of the week, after your first deduction, you'll receive your benefit card in the mail.

Speaker speaker_1: Okay, so if first deduction was last week, so the end of this week, I'll get something.

Speaker speaker_0: Yes.

Speaker speaker_1: Oh, okay. I guess that's all I needed to know. And, and I can start using it as soon as I get the card then, right?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay, very good. Well, thank you very much.

Speaker speaker_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_1: All right, bye-bye.