

## Transcript: Pearl

**Rojas-5602136840912896-6455987882082304**

### Full Transcript

Hmm. Hmm. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who can I help with your speaking with? Yes, uh, how you doing? Uh, so I signed up for Benefits in a Card and, and the other day, a couple of days ago, I got the, uh, a card in the mail, but it was only dental. Does the medical insurance card come separately and vision, or how does that work? So vision and medical do come separately. Medical would have went to your email, and the vision should be... should arrive to your residence. Okay, so the medical comes to my email? Yes. So I guess, is, uh... So there, I ha- I guess I haven't received that yet. Uh, so I, I print it out and then, uh, I mean, how does the card come? Is, is it... Do I... This is something I print out? Um, you can or you can just, you can take a screenshot of it or download it, um, however you prefer. Okay, so it's not going to come in the mail like the dental did? No. Right. I can request one if you want one physical, but they originally come and are in virtual copies. Okay, and what, what about the vision? Is, is that part of the medical? Um, no. It's just a- The vision comes separately as well. Separately as well. And is that also by email? No, that one is physical. All right, so I received one dental in the mail, so I should receive a vision in the mail, right? Yes. Mm-hmm. And so I'm still waiting on that. And then, uh, medical per email? Yes. Okay. And is there a way I can get a medical card through the mail or no? Yes. Um, bear with me one moment. Uh, say that again, please. Yes, sir. Bear with me one moment. What is the name of the staffing agency you work for? Oxford. And the last four digits of your social? 6199. And what is your name? Brian Malone. Okay, you need to confirm your address and date of birth. Sure. So I'm 5278 Sheffield Avenue, Manchester, New Jersey. Uh, October 1960. I'm sorry, October? 1960. And which day? Oh, you need the day? It's 3rd. Okay, and I have your phone number at 848-467-1643. 1643, yes. And I have your email address as bmapice9@aol.com? Yes. Okay, and you just said you wanted a physical card, a physical copy of the medical card, right? Yeah, that would be good, because I, you know, put it in my wallet. It's, it's just, I guess, easier for me. Okay. I'll go ahead and put that request in. Is there anything else assistant to it? Uh, no. So when the email comes, is, is it, is there any particular, uh, timeline I should be aware, looking out for because, you know, I guess it's possible it goes into my junk or, or my trash? You know what I mean? Hello? Hello? Yes. So I'm saying, what if an email does come for any of this, uh, how should I be looking for it? Because sometimes it, you know, you get an email that may fall into your, your, your trash folder or your junk folder. And so- Yep. ... I just want to... Yeah. No, so I- How do you know- It should be... It comes straight from the insurance carrier, so it should say something along the lines of American Public Life. All right, so it's all American Public Life. Mm-hmm. All right. I'll, you know, keep on the look for it. Thank you. I appreciate your help. No problem. Thank you for calling. You have a great day. All right. You too.

## Conversation Format

Speaker speaker\_0: Hmm. Hmm. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who can I help with your speaking with?

Speaker speaker\_1: Yes, uh, how you doing? Uh, so I signed up for Benefits in a Card and, and the other day, a couple of days ago, I got the, uh, a card in the mail, but it was only dental. Does the medical insurance card come separately and vision, or how does that work?

Speaker speaker\_0: So vision and medical do come separately. Medical would have went to your email, and the vision should be... should arrive to your residence.

Speaker speaker\_1: Okay, so the medical comes to my email?

Speaker speaker\_0: Yes.

Speaker speaker\_1: So I guess, is, uh... So there, I ha- I guess I haven't received that yet. Uh, so I, I print it out and then, uh, I mean, how does the card come? Is, is it... Do I... This is something I print out?

Speaker speaker\_0: Um, you can or you can just, you can take a screenshot of it or download it, um, however you prefer.

Speaker speaker\_1: Okay, so it's not going to come in the mail like the dental did?

Speaker speaker\_0: No.

Speaker speaker\_1: Right.

Speaker speaker\_0: I can request one if you want one physical, but they originally come and are in virtual copies.

Speaker speaker\_1: Okay, and what, what about the vision? Is, is that part of the medical?

Speaker speaker\_0: Um, no.

Speaker speaker\_1: It's just a-

Speaker speaker\_0: The vision comes separately as well.

Speaker speaker\_1: Separately as well. And is that also by email?

Speaker speaker\_0: No, that one is physical.

Speaker speaker\_1: All right, so I received one dental in the mail, so I should receive a vision in the mail, right?

Speaker speaker\_0: Yes. Mm-hmm.

Speaker speaker\_1: And so I'm still waiting on that. And then, uh, medical per email?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Okay. And is there a way I can get a medical card through the mail or no?

Speaker speaker\_0: Yes. Um, bear with me one moment.

Speaker speaker\_1: Uh, say that again, please.

Speaker speaker\_0: Yes, sir. Bear with me one moment. What is the name of the staffing agency you work for?

Speaker speaker\_1: Oxford.

Speaker speaker\_0: And the last four digits of your social?

Speaker speaker\_1: 6199.

Speaker speaker\_0: And what is your name?

Speaker speaker\_1: Brian Malone.

Speaker speaker\_0: Okay, you need to confirm your address and date of birth.

Speaker speaker\_1: Sure. So I'm 5278 Sheffield Avenue, Manchester, New Jersey. Uh, October 1960.

Speaker speaker\_0: I'm sorry, October?

Speaker speaker\_1: 1960.

Speaker speaker\_0: And which day?

Speaker speaker\_1: Oh, you need the day? It's 3rd.

Speaker speaker\_0: Okay, and I have your phone number at 848-467-1643.

Speaker speaker\_1: 1643, yes.

Speaker speaker\_0: And I have your email address as bmapice9@aol.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, and you just said you wanted a physical card, a physical copy of the medical card, right?

Speaker speaker\_1: Yeah, that would be good, because I, you know, put it in my wallet. It's, it's just, I guess, easier for me.

Speaker speaker\_0: Okay. I'll go ahead and put that request in. Is there anything else assistant to it?

Speaker speaker\_1: Uh, no. So when the email comes, is, is it, is there any particular, uh, timeline I should be aware, looking out for because, you know, I guess it's possible it goes into my junk or, or my trash? You know what I mean? Hello?

Speaker speaker\_0: Hello?

Speaker speaker\_1: Yes. So I'm saying, what if an email does come for any of this, uh, how should I be looking for it? Because sometimes it, you know, you get an email that may fall into your, your, your trash folder or your junk folder. And so-

Speaker speaker\_0: Yep.

Speaker speaker\_1: ... I just want to...

Speaker speaker\_0: Yeah. No, so I-

Speaker speaker\_1: How do you know-

Speaker speaker\_0: It should be... It comes straight from the insurance carrier, so it should say something along the lines of American Public Life.

Speaker speaker\_1: All right, so it's all American Public Life.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: All right. I'll, you know, keep on the look for it. Thank you. I appreciate your help.

Speaker speaker\_0: No problem. Thank you for calling. You have a great day.

Speaker speaker\_1: All right. You too.