

Transcript: Pearl

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Full Transcript

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl Who do I have the pleasure of speaking with? Um, Emily Ralph. And how can I assist you? Um, I'm just trying to, uh, see if I already have insurance. I was talking... I talked to a guy, I don't know, before I started Delta, and I'm just trying to be able to get my medicine. And they're wanting me to pay \$24, and I still haven't got my health insurance card or anything like that in the mail yet. Okay. All righty. What's the name of this agency you work for? Uh, Hamil, uh, Rie, Riekers. Hamilton Rieker? And what is the last four digits of your social? Uh, 2092. All righty. Do you think of them, your address and date of birth? Did you say address and date of birth? Yes, ma'am. Um, 801 West Second Street, Beaverdam, Kentucky, 42320 and 8-15-98. All righty. I have your phone number as 270-775-8536? Yes. All righty. And I have your email address as emily.burden101851 at gmail.com? Yes. Okay, so looks like your coverage just became active yesterday. Um, so you should receive your medical card to your email by the end of the week. I can take a look to see if there's one ready virtually now, um, and get that sent to you, uh, if you just send me- Oh, that would be great. ... one moment. All righty. Um, and then you should receive your dental vision to your residence by the end of the week. Okay. Let's see. Just give me one moment. We're just loading here so we can get your cards. Mm-kay. Okay, so I don't have any cards ready for you at the moment. I can reach out to my main office and see if they can get the insurance carrier to process those cards. Um, this process takes about 24 to 48 hours to get a response from. If I'm able to get- Okay. ... those cards sooner than the end of the week, I'll give you a call back. Um, well, I'll get those emails over and then give you a call back, um, to let you know that they're... they've been sent. Okay. But I will definitely reach out and see if I can get those any sooner. Is there anything else I can assist you with? Uh, no, thank you. All righty. Thank you so much for calling. You have a great day. All right. Thank you.

Conversation Format

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

Speaker speaker_1: Um, Emily Ralph.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I'm just trying to, uh, see if I already have insurance. I was talking... I talked to a guy, I don't know, before I started Delta, and I'm just trying to be able to get my

medicine. And they're wanting me to pay \$24, and I still haven't got my health insurance card or anything like that in the mail yet.

Speaker speaker_0: Okay. All righty. What's the name of this agency you work for?

Speaker speaker_1: Uh, Hamil, uh, Rie, Riekers.

Speaker speaker_0: Hamilton Rieker? And what is the last four digits of your social?

Speaker speaker_1: Uh, 2092.

Speaker speaker_0: All righty. Do you think of them, your address and date of birth?

Speaker speaker_1: Did you say address and date of birth?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Um, 801 West Second Street, Beaverdam, Kentucky, 42320 and 8-15-98.

Speaker speaker_0: All righty. I have your phone number as 270-775-8536?

Speaker speaker_1: Yes.

Speaker speaker_0: All righty. And I have your email address as emily.burden101851 at gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so looks like your coverage just became active yesterday. Um, so you should receive your medical card to your email by the end of the week. I can take a look to see if there's one ready virtually now, um, and get that sent to you, uh, if you just send me-

Speaker speaker_1: Oh, that would be great.

Speaker speaker_0: ... one moment. All righty. Um, and then you should receive your dental vision to your residence by the end of the week.

Speaker speaker_1: Okay.

Speaker speaker_0: Let's see. Just give me one moment. We're just loading here so we can get your cards.

Speaker speaker_1: Mm-kay.

Speaker speaker_0: Okay, so I don't have any cards ready for you at the moment. I can reach out to my main office and see if they can get the insurance carrier to process those cards. Um, this process takes about 24 to 48 hours to get a response from. If I'm able to get-

Speaker speaker_1: Okay.

Speaker speaker_0: ... those cards sooner than the end of the week, I'll give you a call back. Um, well, I'll get those emails over and then give you a call back, um, to let you know that they're... they've been sent.

Speaker speaker_1: Okay.

Speaker speaker_0: But I will definitely reach out and see if I can get those any sooner. Is there anything else I can assist you with?

Speaker speaker_1: Uh, no, thank you.

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

Speaker speaker_1: All right. Thank you.