

Transcript: Pearl

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Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. May I take your order? Hi, my name is Olivia Karar, last name K-A-R-A-R. And how can I assist you? Um, I was inquiring on my healthcare insurance and my dental insurance. I've already received my insurance card for my vision insurance. Um, so I was just wondering if we could get those other two sent out? Okay. So your medical would go to your email. Mm-hmm. Um, and your dental should arrive at your residence. What is the name of the document you're looking for? Okay. Um, EGSS. And the last four digits of your social? 7244. And then you can confirm your address and date of birth? Uh, my date of birth is December the 29th, 1992. And my address is 4002 155th Avenue Southeast Bellevue, Washington 9800. All righty. And I have your phone number as 206-430-8029? Yes. Can I have your email address as okarar7@gmail.com? Yes. Okay. So you can proceed to the active- So you said that... It's showing active? Okay. Can I just check my email while we're on the phone, just to see... What would it, um, have come under? Like what email address? Um, I'm not sure. They come directly from the insurance carrier. Uh, maybe, it should be- Oh. ... something along the lines of American Public Life or APL. Something like that. American Public Life? Yes. Hmm. Um. Insurance. I can send you new virtual copies to your email, um, in just a moment. They're going to come- Hmm. ... from info@benefitsinacard.com. This should go to your inbox. If it doesn't go to your inbox, try your spam or junk folder. Okay. Okay, perfect. Thank you. Do you have any questions? Um, no. That was my only question. It, so you said APL Insurance, right? Um, that's what it should have been. I think so. But right now it's going to come from info@benefitsinacard.com. Oh, okay. Perfect. Okay. All right. Thank you so much for calling. You have a great day. You as well.

Conversation Format

Speaker speaker_0: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. May I take your order?

Speaker speaker_1: Hi, my name is Olivia Karar, last name K-A-R-A-R.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I was inquiring on my healthcare insurance and my dental insurance. I've already received my insurance card for my vision insurance. Um, so I was just wondering if we could get those other two sent out?

Speaker speaker_0: Okay. So your medical would go to your email.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, and your dental should arrive at your residence. What is the name of the document you're looking for?

Speaker speaker_1: Okay. Um, EGSS.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: 7244.

Speaker speaker_0: And then you can confirm your address and date of birth?

Speaker speaker_1: Uh, my date of birth is December the 29th, 1992. And my address is 4002 155th Avenue Southeast Bellevue, Washington 9800.

Speaker speaker_0: All righty. And I have your phone number as 206-430-8029?

Speaker speaker_1: Yes.

Speaker speaker_0: Can I have your email address as okarar7@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So you can proceed to the active-

Speaker speaker_1: So you said that... It's showing active? Okay. Can I just check my email while we're on the phone, just to see... What would it, um, have come under? Like what email address?

Speaker speaker_0: Um, I'm not sure. They come directly from the insurance carrier. Uh, maybe, it should be-

Speaker speaker_1: Oh.

Speaker speaker_0: ... something along the lines of American Public Life or APL. Something like that.

Speaker speaker_1: American Public Life?

Speaker speaker_0: Yes.

Speaker speaker_1: Hmm. Um. Insurance.

Speaker speaker_0: I can send you new virtual copies to your email, um, in just a moment. They're going to come-

Speaker speaker_1: Hmm.

Speaker speaker_0: ... from info@benefitsinacard.com. This should go to your inbox. If it doesn't go to your inbox, try your spam or junk folder.

Speaker speaker_1: Okay. Okay, perfect. Thank you.

Speaker speaker_0: Do you have any questions?

Speaker speaker_1: Um, no. That was my only question. It, so you said APL Insurance, right?

Speaker speaker_0: Um, that's what it should have been.

Speaker speaker_1: I think so.

Speaker speaker_0: But right now it's going to come from info@benefitsinacard.com.

Speaker speaker_1: Oh, okay. Perfect. Okay.

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

Speaker speaker_1: You as well.