

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. What other person should I be speaking with? Hey, Pearl. Uh, Louis Davis. How can I help you? Um, I was calling... Uh, calling to check and see if I had some insurance cards that were gonna get mailed out. Um, let me give you my social so you can pull me up. Um, yep. I just need the last four and the name of the staff you work for. Uh, 4184MAU. All righty. And if you can confirm your address and date of birth. Uh, date of birth, 12/18/75. Uh, add... address is, uh, 126 North Woods Drive, uh, Apartment E, uh, Seneca, South Carolina 29678. All right. Can I have your phone number as 843-415-9557? Correct. Can I have your email address as dive23@yahoo.com? Yes. Okay. And you haven't received any of your cards at all? No, I haven't received anything. Okay. Thank you. You are active. You are active, and you should have received your cards. Let me take a look to see if there's a virtual, virtual copies ready. Um, bear with me one moment. I'm only trying to briefly see if I can download your cards. Okay? Okay. So, yes. I was able to download all three of your cards. Uh, I will go ahead and get them sent to you. The email is going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder. Okay. And should I be expecting those cards? I mean, can you resend the actual cards, or...? Let's see. I can request, uh, um... Yeah, I can request them all be sent to you physically. Okay. Okay. That, that would be great. And I appreciate you emailing me those. Um, can, can I ask you about the coverage, um, while I have you on the phone as well? Of course. Of course. Yes, sir? Um, is... I... If I'm not mistaken, I've, I've signed up for the... I've got the vision and is it... it's some kind of, um, medical that, uh, is for, like, doctor's visits and... Is, is that correct? Yes. You're enrolled in medical, group accident, which is additional coverage to medical, dental and vision. Okay. Okay. All right. Um, well, I appreciate your help today. No problem. Um, I was gonna tell you something else. Uh... Oh, the cards, the physical cards will come in the mail within seven to ten business days. Uh, okay. Thank you so much for your help. No problem. Thank you so much for calling. You have a great day. Thank you. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. What other person should I be speaking with?

Speaker speaker_2: Hey, Pearl. Uh, Louis Davis.

Speaker speaker_1: How can I help you?

Speaker speaker_2: Um, I was calling... Uh, calling to check and see if I had some insurance cards that were gonna get mailed out. Um, let me give you my social so you can pull me up.

Speaker speaker_1: Um, yep. I just need the last four and the name of the staff you work for.

Speaker speaker_2: Uh, 4184MAU.

Speaker speaker_1: All righty. And if you can confirm your address and date of birth.

Speaker speaker_2: Uh, date of birth, 12/18/75. Uh, add... address is, uh, 126 North Woods Drive, uh, Apartment E, uh, Seneca, South Carolina 29678.

Speaker speaker_1: All right. Can I have your phone number as 843-415-9557?

Speaker speaker_2: Correct.

Speaker speaker_1: Can I have your email address as dive23@yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And you haven't received any of your cards at all?

Speaker speaker_2: No, I haven't received anything.

Speaker speaker_1: Okay. Thank you. You are active. You are active, and you should have received your cards. Let me take a look to see if there's a virtual, virtual copies ready. Um, bear with me one moment. I'm only trying to briefly see if I can download your cards. Okay?

Speaker speaker_2: Okay.

Speaker speaker_1: So, yes. I was able to download all three of your cards. Uh, I will go ahead and get them sent to you. The email is going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder.

Speaker speaker_2: Okay. And should I be expecting those cards? I mean, can you resend the actual cards, or...?

Speaker speaker_1: Let's see. I can request, uh, um... Yeah, I can request them all be sent to you physically.

Speaker speaker_2: Okay. Okay. That, that would be great. And I appreciate you emailing me those. Um, can, can I ask you about the coverage, um, while I have you on the phone as well?

Speaker speaker_1: Of course. Of course. Yes, sir?

Speaker speaker_2: Um, is... I... If I'm not mistaken, I've, I've signed up for the... I've got the vision and is it... it's some kind of, um, medical that, uh, is for, like, doctor's visits and... Is, is that correct?

Speaker speaker_1: Yes. You're enrolled in medical, group accident, which is additional coverage to medical, dental and vision.

Speaker speaker_2: Okay. Okay. All right. Um, well, I appreciate your help today.

Speaker speaker_1: No problem. Um, I was gonna tell you something else. Uh... Oh, the cards, the physical cards will come in the mail within seven to ten business days.

Speaker speaker_2: Uh, okay. Thank you so much for your help.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_2: Thank you. You too. Bye-bye.