

Transcript: Pearl

Rojas-5666218858168320-6227551521521664

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl *fe* Leveaux. You're speaking with? Um, Yolanda. And how can I assist you? Hey, so I'm currently working for OnTrack Staffing, and they told me that I had to contact y'all to activate my insurance. Okay, and you said you're with OnTrack? Yes, ma'am. What are the last four digits of your Social? 7648. And if you can confirm your, your last name, address, and date of birth? Uh, last name is Rivas, R-I-V-A-S. Birthday is 09/01/1984. And address is 5227 Pine Drive, Montgomery, Alabama. Okay. Do you have a different last name or another one? Lopez. L-O-P-E-Z. Okay. And I have your phone number as 213-352-6546? Yes. And I have your email address as estherjunior84@gmail.com? Yes. Okay. I already have you with active coverage for dental and medical. Okay. So, um... Okay, so it's already activated? Yes. Okay. Do you know where, when I'm supposed to get, um, the card? You were supposed to receive them the week after your first pay... your first deduction. Um, if you'd like, I can send you a new copy to your email. Okay, yeah. Okay. That email's gonna come from info@benefitsinacard.com. It should go to your inbox. If it goes to your inbox, check that spam or junk folder. It will be just a few minutes because I do have to download them and get them sent to you, um, but I was gonna get those sent over to you. All righty. Thank you. No problem. Thank you so much for calling. You have a great day. Thank you. You too.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl *fe* Leveaux. You're speaking with?

Speaker speaker_1: Um, Yolanda.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Hey, so I'm currently working for OnTrack Staffing, and they told me that I had to contact y'all to activate my insurance.

Speaker speaker_0: Okay, and you said you're with OnTrack?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: What are the last four digits of your Social?

Speaker speaker_1: 7648.

Speaker speaker_0: And if you can confirm your, your last name, address, and date of birth?

Speaker speaker_1: Uh, last name is Rivas, R-I-V-A-S. Birthday is 09/01/1984. And address is 5227 Pine Drive, Montgomery, Alabama.

Speaker speaker_0: Okay. Do you have a different last name or another one?

Speaker speaker_1: Lopez. L-O-P-E-Z.

Speaker speaker_0: Okay. And I have your phone number as 213-352-6546?

Speaker speaker_1: Yes.

Speaker speaker_0: And I have your email address as estherjunior84@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. I already have you with active coverage for dental and medical.

Speaker speaker_1: Okay. So, um... Okay, so it's already activated?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. Do you know where, when I'm supposed to get, um, the card?

Speaker speaker_0: You were supposed to receive them the week after your first pay... your first deduction. Um, if you'd like, I can send you a new copy to your email.

Speaker speaker_1: Okay, yeah.

Speaker speaker_0: Okay. That email's gonna come from info@benefitsinacard.com. It should go to your inbox. If it goes to your inbox, check that spam or junk folder. It will be just a few minutes because I do have to download them and get them sent to you, um, but I was gonna get those sent over to you.

Speaker speaker_1: All righty. Thank you.

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

Speaker speaker_1: Thank you. You too.