

Transcript: Pearl

Rojas-5709379917758464-4527209312337920

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Can I know who I'm speaking with? Hi. Yes. This is Amy Stefanik. And how can I assist you? Hi. Yeah, so I just got an email today about activating my card, but you guys had to look into and like contact somebody from my company to confirm that my account was active, I guess. So I'm just calling to follow up on that. What's the name of the staffing agency you work for? Yeah. Global Healthcare Group, or Nor Staffing. Okay. And the last four digits of your Social? Yep. 1209. And if you can confirm your address and date of birth? Yep. 123 Harrogate, or actually, is that the Louisiana address? Yes. 'Cause that one is 6765 Corporate Boulevard, Apartment 6110 Baton Rouge, Louisiana 70809. Okay. Can I have your email... My phone number as 585-301-3641? Yep. Can I have your email address as als8165@gmail.com? Yeah. All right. Let's take a look here. Bear with me. Okay. Do you see where, where they reached out? Um, give me one second. Hmm. It says... Um, let's see. Okay. So you are showing active now. Oh, good. Yeah. Okay. You're active on the card. Okay. Um, so I was told I think I'm only getting a card for the vision. Is that right? You will get a... Yeah. You'll get a physical card for vision and then you'll get a, um, you will get a virtual one for medical. Okay. For medical? Okay. Mm-hmm. Gotcha, okay. All right. Awesome. I'm glad, um, 'cause I had emailed on my end, on my company and they never emailed me back. So, I guess you guys got ahold of them. Yes. That's, that's most likely what happened. I'm not... I don't see that they, they res- they, um, re- reached back out to us with any further information but you are showing active so they, they most likely fixed something. Okay. Oh, good. Okay. So everything's all set so I can start using it? Yes. Okay. Awesome. Thank you so much. No problem. Have a great day. All right. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Can I know who I'm speaking with?

Speaker speaker_1: Hi. Yes. This is Amy Stefanik.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Hi. Yeah, so I just got an email today about activating my card, but you guys had to look into and like contact somebody from my company to confirm that my account was active, I guess. So I'm just calling to follow up on that.

Speaker speaker_0: What's the name of the staffing agency you work for?

Speaker speaker_1: Yeah. Global Healthcare Group, or Nor Staffing.

Speaker speaker_0: Okay. And the last four digits of your Social?

Speaker speaker_1: Yep. 1209.

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

Speaker speaker_1: Yep. 123 Harrogate, or actually, is that the Louisiana address?

Speaker speaker_0: Yes.

Speaker speaker_1: 'Cause that one is 6765 Corporate Boulevard, Apartment 6110 Baton Rouge, Louisiana 70809.

Speaker speaker_0: Okay. Can I have your email... My phone number as 585-301-3641?

Speaker speaker_1: Yep.

Speaker speaker_0: Can I have your email address as als8165@gmail.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right. Let's take a look here. Bear with me. Okay. Do you see where, where they reached out? Um, give me one second. Hmm. It says... Um, let's see. Okay. So you are showing active now.

Speaker speaker_1: Oh, good.

Speaker speaker_0: Yeah.

Speaker speaker_1: Okay.

Speaker speaker_0: You're active on the card.

Speaker speaker_1: Okay. Um, so I was told I think I'm only getting a card for the vision. Is that right?

Speaker speaker_0: You will get a... Yeah. You'll get a physical card for vision and then you'll get a, um, you will get a virtual one for medical.

Speaker speaker_1: Okay. For medical? Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Gotcha, okay. All right. Awesome. I'm glad, um, 'cause I had emailed on my end, on my company and they never emailed me back. So, I guess you guys got ahold of them.

Speaker speaker_0: Yes. That's, that's most likely what happened. I'm not... I don't see that they, they res- they, um, re- reached back out to us with any further information but you are showing active so they, they most likely fixed something.

Speaker speaker_1: Okay. Oh, good. Okay. So everything's all set so I can start using it?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. Awesome. Thank you so much.

Speaker speaker_0: No problem. Have a great day.

Speaker speaker_1: All right. You too. Bye-bye.