

## Transcript: Pearl

**Rojas-5729726000840704-4871005842489344**

### 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 f█████. Who am I speaking with? Uh, this is Matthew Futrole. And how can I assist you, Mr. Futrole? Uh, I got a text message saying, uh, that MAU Associates should call this number to, uh, go ahead and get started for the card. Okay. So you want to go ahead and enroll in care- health care coverage today? Yes. Okay. What are the last four digits of your Social? 8490. Okay. And your address and date of birth, please? Address is 1230 Rock Mills Road and that's LaGrange, Georgia, 30240. And birthday's- And your date of birth. ... 1-28-86. 1-28-86. I do have your phone num- I do have your phone number as 87- uh, sorry, 678-378-3131? Yes. And I have your email address as brianfutrole@yahoo.com? Yes. All right. So I actually have you enrolled in coverage. I am enrolled? I- You are. I have you in a preventative health plan, um, a group accident, dental, short-term disability, critical illness, and term life. Awesome. I was just wondering what... Well, I haven't got a card yet. That's why I was like, "Did I already have a card?" Like, am I already covered? Yeah. So you should have received the preventative health card and dental card already. You haven't received either of those to your residence? I haven't. Okay. I'll go ahead and send you emailed versions of those cards, um... Okay. And then it's gonna come from info@benefitsinacard.com. They should go to your inbox. If you don't see them in your inbox, try your spam or junk folder. Okay. And then I can print them off that way? Correct. All right. Thank you so much. No problem. Thank you for calling. Have a great day. All right. 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 f█████. Who am I speaking with?

Speaker speaker\_2: Uh, this is Matthew Futrole.

Speaker speaker\_1: And how can I assist you, Mr. Futrole?

Speaker speaker\_2: Uh, I got a text message saying, uh, that MAU Associates should call this number to, uh, go ahead and get started for the card.

Speaker speaker\_1: Okay. So you want to go ahead and enroll in care- health care coverage today?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. What are the last four digits of your Social?

Speaker speaker\_2: 8490.

Speaker speaker\_1: Okay. And your address and date of birth, please?

Speaker speaker\_2: Address is 1230 Rock Mills Road and that's LaGrange, Georgia, 30240. And birthday's-

Speaker speaker\_1: And your date of birth.

Speaker speaker\_2: ... 1-28-86. 1-28-86.

Speaker speaker\_1: I do have your phone num- I do have your phone number as 87- uh, sorry, 678-378-3131?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And I have your email address as brianfutrole@yahoo.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. So I actually have you enrolled in coverage.

Speaker speaker\_2: I am enrolled?

Speaker speaker\_1: I- You are. I have you in a preventative health plan, um, a group accident, dental, short-term disability, critical illness, and term life.

Speaker speaker\_2: Awesome. I was just wondering what... Well, I haven't got a card yet. That's why I was like, "Did I already have a card?" Like, am I already covered?

Speaker speaker\_1: Yeah. So you should have received the preventative health card and dental card already. You haven't received either of those to your residence?

Speaker speaker\_2: I haven't.

Speaker speaker\_1: Okay. I'll go ahead and send you emailed versions of those cards, um...

Speaker speaker\_2: Okay.

Speaker speaker\_1: And then it's gonna come from info@benefitsinacard.com. They should go to your inbox. If you don't see them in your inbox, try your spam or junk folder.

Speaker speaker\_2: Okay. And then I can print them off that way?

Speaker speaker\_1: Correct.

Speaker speaker\_2: All right. Thank you so much.

Speaker speaker\_1: No problem. Thank you for calling. Have a great day.

Speaker speaker\_2: All right. Bye.