

Transcript: Pearl

Rojas-5734340944642048-6725860149608448

Full Transcript

Hi, you have 30 seconds to claim benefits and get a call back. Who am I speaking with? Who am I speaking with? Uh, yes, this is Lee Russ. Uh, I'm trying to get some, uh, insurance confirmation. Are you there? Hello? What company did you work for? What's the name of the company you worked for? T-R-C. And the last four digits of your Social? Uh, 44- 8797. Only three months. Those are the last four? 8797. No, 7797. I need you to verify your address and date of birth. 218 Calcutta Drive, West Columbia, South Carolina, 29172. And your date of birth. 2/15/60. I have your phone number as 447-5627. Yeah. Okay, and then I have your email address as retroflexlee@gmail.com. Uh, I- I also have, I also have a leerussell@gmail.com. Okay. Yeah. I, I thought it would be leeruss.com, @gmail.com. I have that one as well. Can you send it to both of 'em? I can. Um, so do you need- All right, because I- ... need it for an approval for a card? Yeah, I need all the information so that they can process, uh, my insurance here at the doctor's office. Okay, it looks like just a moment ago they did get that to you. The call had dropped, um, while he was doing that. And when he tried to give you a call back, it looked like the, he said the line was busy, but he... You should check your email. They should go to your inbox. If you don't see them in your inbox, try your spam or junk folder. Hold on a second. I do not have it. Let me see. Let me see. Hold on. Let me see if I, if I can verify what email he used. Okay. One more second. Okay. He said he sent it to the leeruss@gmail.com. Hear that? Huh? Repeat again. That's, that's- He said he- Oh, I, I don't know. He said he sent an email with leeruss@gmail.com. Hold on one second. You need to go... That's a different email address you have, sir. See, that's the email address that's for this account. Do you have another account that you use? Okay, that's retroflexlee@- Okay. He has that one open. I can get it sent to that one. Just give me one second. Okay. Yeah, see that says retroflexlee@gmail.com. So she going to get it sent to this one because that's the email you got right there. On, that you're looking at now. See that? Yeah. Retroflex. He says he's going to send it to this account. So let him send it. Okay, just one moment. He's going to get it sent to that email. Okay. Thank you. No problem. Hmm. Should have asked what the insurance was. Well, I still need the card, so... But you can do it with- I have to see the card, actual card. So if I see it, then that's no problem. You can't just see the email? I mean, she doesn't... It doesn't have any. I'll have to see what the email says. Okay, so he got it sent to there. It's going to come from info@benefitsinacard.com. Once he opens the email- Okay. ... if you scroll all the way to the bottom, there's a PDF with the card. Okay. Ask her who the insurance company is. Who is the insurance company, ma'am? The medical portion is through American Public Life. Okay. American Public Life. Here you go. This... Here's the email. Here is the card. Medical and vision. Okay, thank you, ma'am. No problem. Thank you so much for calling. Have a great day. There you go. Screenshot that. Oh, he's screenshot.

Conversation Format

Speaker speaker_0: Hi, you have 30 seconds to claim benefits and get a call back. Who am I speaking with? Who am I speaking with?

Speaker speaker_1: Uh, yes, this is Lee Russ. Uh, I'm trying to get some, uh, insurance confirmation. Are you there? Hello?

Speaker speaker_0: What company did you work for? What's the name of the company you worked for?

Speaker speaker_1: T-R-C.

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

Speaker speaker_1: Uh, 44- 8797.

Speaker speaker_0: Only three months. Those are the last four? 8797.

Speaker speaker_1: No, 7797.

Speaker speaker_0: I need you to verify your address and date of birth.

Speaker speaker_1: 218 Calcutta Drive, West Columbia, South Carolina, 29172.

Speaker speaker_0: And your date of birth.

Speaker speaker_1: 2/15/60.

Speaker speaker_0: I have your phone number as 447-5627.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, and then I have your email address as retroflexlee@gmail.com.

Speaker speaker_1: Uh, I-

Speaker speaker_0: I also have, I also have a leerussell@gmail.com.

Speaker speaker_2: Okay. Yeah.

Speaker speaker_1: I, I thought it would be leeruss.com, @gmail.com.

Speaker speaker_0: I have that one as well.

Speaker speaker_1: Can you send it to both of 'em?

Speaker speaker_0: I can. Um, so do you need-

Speaker speaker_1: All right, because I-

Speaker speaker_0: ... need it for an approval for a card?

Speaker speaker_1: Yeah, I need all the information so that they can process, uh, my insurance here at the doctor's office.

Speaker speaker_0: Okay, it looks like just a moment ago they did get that to you. The call had dropped, um, while he was doing that. And when he tried to give you a call back, it looked like the, he said the line was busy, but he... You should check your email. They should go to your inbox. If you don't see them in your inbox, try your spam or junk folder.

Speaker speaker_1: Hold on a second. I do not have it.

Speaker speaker_2: Let me see. Let me see. Hold on. Let me see if I, if I can verify what email he used. Okay. One more second.

Speaker speaker_0: Okay. He said he sent it to the leeruss@gmail.com.

Speaker speaker_2: Hear that? Huh? Repeat again. That's, that's-

Speaker speaker_0: He said he-

Speaker speaker_2: Oh, I, I don't know.

Speaker speaker_0: He said he sent an email with leeruss@gmail.com.

Speaker speaker_2: Hold on one second. You need to go... That's a different email address you have, sir. See, that's the email address that's for this account. Do you have another account that you use? Okay, that's retroflexlee@-

Speaker speaker_0: Okay. He has that one open. I can get it sent to that one. Just give me one second.

Speaker speaker_2: Okay. Yeah, see that says retroflexlee@gmail.com. So she going to get it sent to this one because that's the email you got right there. On, that you're looking at now. See that?

Speaker speaker_1: Yeah.

Speaker speaker_2: Retroflex. He says he's going to send it to this account. So let him send it.

Speaker speaker_0: Okay, just one moment. He's going to get it sent to that email.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_0: No problem.

Speaker speaker_1: Hmm. Should have asked what the insurance was.

Speaker speaker_2: Well, I still need the card, so... But you can do it with-

Speaker speaker_0: I have to see the card, actual card. So if I see it, then that's no problem.

Speaker speaker_1: You can't just see the email?

Speaker speaker_0: I mean, she doesn't... It doesn't have any. I'll have to see what the email says. Okay, so he got it sent to there. It's going to come from info@benefitsinacard.com. Once he opens the email-

Speaker speaker_2: Okay.

Speaker speaker_0: ... if you scroll all the way to the bottom, there's a PDF with the card.

Speaker speaker_2: Okay.

Speaker speaker_1: Ask her who the insurance company is.

Speaker speaker_2: Who is the insurance company, ma'am?

Speaker speaker_0: The medical portion is through American Public Life.

Speaker speaker_2: Okay. American Public Life. Here you go. This... Here's the email. Here is the card. Medical and vision. Okay, thank you, ma'am.

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

Speaker speaker_2: There you go.

Speaker speaker_1: Screenshot that.

Speaker speaker_2: Oh, he's screenshot.