

Transcript: Pearl

Rojas-5734588574515200-4559569945280512

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl ... and who I look like I was speaking with? I'm David. And how can I assist you? Uh, I'm just getting some information on how to... I'm sorry, you sound really muffled or far away. Okay. Uh, I need a, I need a doctor. I need an appointment with my primary doctor. I cannot hear you, I'm so sorry. I'll give you a moment. Okay, can you hear me now? Yes, a lot better. What was that? I, I need a primary doctor and I need to know where... Uh, like the listings, where I can find one. Okay, did you receive your, your medical card? Yes. Okay. On your medical card it says find a provider, you'll call that number. Oh, no. I'm sorry, I have not. I have never received it yet. Okay. What's the name of this company you do work for? Uh, Surge. And then what is your social? H, G, uh, 1244. And you said your name is David, correct? Yes. And what is your last name? Cespedes-Lopez. Can you confirm your address and date of birth? 1711 Raspberry Hill Road, Las Vegas, Nevada 89142. Uh, 5/22/1981. Okay. And your phone number is 702-980-4554? Yes. And have you emailed us at dyler44@icloud.com? Yes. I've, I called earlier to get like the listings and they told me they were going to email me, but I never got it. Okay, no worries. I'll go ahead and get that card, um, so we don't send out listings, but I can send you out your card and on that card it will have the number, um, to where you would call and get providers- Okay. ... in your area. You do- Okay. ... know you have a preventative health fund, correct? A what? You have preventative health and telehealth services, so in order to go into- Oh. ... doctor you have to be something like your annual physical, immunizations, um, some STD screenings, some cancer screenings. If you need to see a doctor- Okay. ... get your sick, that would be via phone or webcam. Oh, okay. Uh, and just so like... Okay, okay. Just for checkups? Annual checkups. Just for your annual physical, yes. Um- Okay. Um, okay. Okay, I'll go ahead and get that card sent to you. It's going to come from info@benefitsandacard.com. It should go to your inbox. And if you don't see it in that inbox, try that spam or junk folder, okay? Okay, thank you. Do you have any questions? Uh, no, that's it. All right, thank you so much for calling. You have a great day. You have a good day. Bye.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl ... and who I look like I was speaking with?

Speaker speaker_1: I'm David.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Uh, I'm just getting some information on how to...

Speaker speaker_0: I'm sorry, you sound really muffled or far away.

Speaker speaker_1: Okay. Uh, I need a, I need a doctor. I need an appointment with my primary doctor.

Speaker speaker_0: I cannot hear you, I'm so sorry.

Speaker speaker_1: I'll give you a moment. Okay, can you hear me now?

Speaker speaker_0: Yes, a lot better. What was that?

Speaker speaker_1: I, I need a primary doctor and I need to know where... Uh, like the listings, where I can find one.

Speaker speaker_0: Okay, did you receive your, your medical card?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. On your medical card it says find a provider, you'll call that number.

Speaker speaker_1: Oh, no. I'm sorry, I have not. I have never received it yet.

Speaker speaker_0: Okay. What's the name of this company you do work for?

Speaker speaker_1: Uh, Surge.

Speaker speaker_0: And then what is your social?

Speaker speaker_1: H, G, uh, 1244.

Speaker speaker_0: And you said your name is David, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: And what is your last name?

Speaker speaker_1: Cespedes-Lopez.

Speaker speaker_0: Can you confirm your address and date of birth?

Speaker speaker_1: 1711 Raspberry Hill Road, Las Vegas, Nevada 89142. Uh, 5/22/1981.

Speaker speaker_0: Okay. And your phone number is 702-980-4554?

Speaker speaker_1: Yes.

Speaker speaker_0: And have you emailed us at dyler44@icloud.com?

Speaker speaker_1: Yes. I've, I called earlier to get like the listings and they told me they were going to email me, but I never got it.

Speaker speaker_0: Okay, no worries. I'll go ahead and get that card, um, so we don't send out listings, but I can send you out your card and on that card it will have the number, um, to

where you would call and get providers-

Speaker speaker_1: Okay.

Speaker speaker_0: ... in your area. You do-

Speaker speaker_1: Okay.

Speaker speaker_0: ... know you have a preventative health fund, correct?

Speaker speaker_1: A what?

Speaker speaker_0: You have preventative health and telehealth services, so in order to go into-

Speaker speaker_1: Oh.

Speaker speaker_0: ... doctor you have to be something like your annual physical, immunizations, um, some STD screenings, some cancer screenings. If you need to see a doctor-

Speaker speaker_1: Okay.

Speaker speaker_0: ... get your sick, that would be via phone or webcam.

Speaker speaker_1: Oh, okay. Uh, and just so like... Okay, okay. Just for checkups? Annual checkups.

Speaker speaker_0: Just for your annual physical, yes. Um-

Speaker speaker_1: Okay. Um, okay.

Speaker speaker_0: Okay, I'll go ahead and get that card sent to you. It's going to come from info@benefitsandacard.com. It should go to your inbox. And if you don't see it in that inbox, try that spam or junk folder, okay?

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Do you have any questions?

Speaker speaker_1: Uh, no, that's it.

Speaker speaker_0: All right, thank you so much for calling. You have a great day.

Speaker speaker_1: You have a good day. Bye.