

Transcript: Pearl

Rojas-5844115246333952-6211565972406272

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefits ... My name is Pearl. Hello? Yes, ma'am. Could you tell me the group ID for my... Can you hear me? Yes. Yes. My name's DeVante Gambrell. Can you tell me the group ID for my, um, health insurance please? 'Cause it's not listed on my insurance card. Okay. What's the name of the staff agency you work for? Uh, MAU. And the last four digits of your social? 9432. And also, could I possibly get the address, um, as well? Thank you. One moment. Thank you. You said your last name is Gambrell? Yeah, ... I'm sorry, you sounded really far. What was that? Um, D-A-N-B-R-E-L-L. And you said the last four of your social are 9435? 9432. And if you can confirm your address and date of birth? Um, November 20... yeah, November 20, 1992. The address is 135 Evans Drive, Belton, North Carolina 29627. All righty. And I have your phone number as 914-222-1085? I'm sorry, you said what, ma'am? Your phone number I have as 912-914-222-1085? Yes, ma'am. And I have your email address as dmsgambrell@icloud.com? Correct. Okay. Bear with me one moment. Let me get you over to the insurance carrier and they'll be able to give you all the information. Okay? All right. And this is medical, correct? Yes, ma'am. It's medical. All righty then. Just one moment.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good morning. Thank you for calling Benefits ... My name is Pearl. Hello?

Speaker speaker_2: Yes, ma'am. Could you tell me the group ID for my... Can you hear me?

Speaker speaker_1: Yes.

Speaker speaker_2: Yes. My name's DeVante Gambrell. Can you tell me the group ID for my, um, health insurance please? 'Cause it's not listed on my insurance card.

Speaker speaker_1: Okay. What's the name of the staff agency you work for?

Speaker speaker_2: Uh, MAU.

Speaker speaker_1: And the last four digits of your social?

Speaker speaker_2: 9432. And also, could I possibly get the address, um, as well?

Speaker speaker_1: Thank you. One moment.

Speaker speaker_2: Thank you.

Speaker speaker_1: You said your last name is Gambrell?

Speaker speaker_2: Yeah, ...

Speaker speaker_1: I'm sorry, you sounded really far. What was that?

Speaker speaker_2: Um, D-A-N-B-R-E-L-L.

Speaker speaker_1: And you said the last four of your social are 9435?

Speaker speaker_2: 9432.

Speaker speaker_1: And if you can confirm your address and date of birth?

Speaker speaker_2: Um, November 20... yeah, November 20, 1992. The address is 135 Evans Drive, Belton, North Carolina 29627.

Speaker speaker_1: All righty. And I have your phone number as 914-222-1085?

Speaker speaker_2: I'm sorry, you said what, ma'am?

Speaker speaker_1: Your phone number I have as 912-914-222-1085?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And I have your email address as dmsgambrell@icloud.com?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. Bear with me one moment. Let me get you over to the insurance carrier and they'll be able to give you all the information. Okay?

Speaker speaker_2: All right.

Speaker speaker_1: And this is medical, correct?

Speaker speaker_2: Yes, ma'am. It's medical.

Speaker speaker_1: All righty then. Just one moment.