

Transcript: Pearl

Rojas-5889343342821376-4661805987708928

Full Transcript

Hi there. Thank you for calling Benefits in a Card. My name is Pearl, who does the pleasure of speaking with? Oh, it's Salvador, Salvador Ortega. And how can I assist you? Oh, yeah, um, I'm, I have some issues going on right now, because, um, my wife went to a hospital, but the cost then, uh, then it came and I met and my address. Okay. Um, you can give the, uh, the hospital our phone number and we can verify coverage for your wife. Oh, I... My old, uh... My wife, she home now, but she's still, um, while she's been at the, the hosp-, um, they now want to, uh, to, to take care of her because, because they, they want, um, a, uh, um, ensuring cost. What's the name of the staffing agency you work for? Um, here in Columbus? Uh, Associates Staffing. I'm sorry, which staffing? It's, um, let me see. Uh, one second. It's, um, it's A-S-S-O-C-I-A-T-E-D Staffing. Hmm. I'm sorry, you said? Repeat the name for me. It's um, A-S-S-O-C-I-A-T-E-D. All right. The Staffing Agency. Oh, Associates. Associates, yeah. Okay. And what are the last four digits of your social? It's, um, 0583. Okay. And your address and date of birth, please? It's, um, uh, 3619 Street, Columbus, Nebraska. My birthday is, um, July 23rd, 1990. Okay. May I have your phone number as -606-6603? Yeah, correct. And I have your email address as salvadorcoyt1990@yahoo.com? Yeah, correct. Okay. You do have active coverage. Yeah, but I, I didn't, um, I didn't, I don't have the, um, the card on me. Okay, I can send... Give me one moment. Let me see if the card is ready to send you to your email. I don't want pay it. I don't know, but the court date came for, um, I paid, I paid, I'm the one paying the, the court, the insurance. Okay, give me one moment. Yeah. Okay, I can send you a copy of your ID card to your email. Hold on one second. Uh... Do you want me to send it to your email? Oh yeah, sure. Yes. Okay, give me one moment. Okay, I sent your card. It's going to say info@benefitsinacard.com. Oh, okay. Okay, any other questions? No, that's all. Thank you so much for calling. You have a great day. You too, thank you. Bueno pues.

Conversation Format

Speaker speaker_0: Hi there. Thank you for calling Benefits in a Card. My name is Pearl, who does the pleasure of speaking with?

Speaker speaker_1: Oh, it's Salvador, Salvador Ortega.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Oh, yeah, um, I'm, I have some issues going on right now, because, um, my wife went to a hospital, but the cost then, uh, then it came and I met and my address.

Speaker speaker_0: Okay. Um, you can give the, uh, the hospital our phone number and we can verify coverage for your wife.

Speaker speaker_1: Oh, I... My old, uh... My wife, she home now, but she's still, um, while she's been at the, the hosp-, um, they now want to, uh, to, to take care of her because, because they, they want, um, a, uh, um, ensuring cost.

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

Speaker speaker_1: Um, here in Columbus? Uh, Associates Staffing.

Speaker speaker_0: I'm sorry, which staffing?

Speaker speaker_1: It's, um, let me see. Uh, one second. It's, um, it's A-S-S-O-C-I-A-T-E-D Staffing.

Speaker speaker_0: Hmm. I'm sorry, you said? Repeat the name for me.

Speaker speaker_1: It's um, A-S-S-O-C-I-A-T-E-D.

Speaker speaker_0: All right.

Speaker speaker_1: The Staffing Agency.

Speaker speaker_0: Oh, Associates.

Speaker speaker_1: Associates, yeah.

Speaker speaker_0: Okay. And what are the last four digits of your social?

Speaker speaker_1: It's, um, 0583.

Speaker speaker_0: Okay. And your address and date of birth, please?

Speaker speaker_1: It's, um, uh, 3619 Street, Columbus, Nebraska. My birthday is, um, July 23rd, 1990.

Speaker speaker_0: Okay. May I have your phone number as -606-6603?

Speaker speaker_1: Yeah, correct.

Speaker speaker_0: And I have your email address as salvadorcoyt1990@yahoo.com?

Speaker speaker_1: Yeah, correct.

Speaker speaker_0: Okay. You do have active coverage.

Speaker speaker_1: Yeah, but I, I didn't, um, I didn't, I don't have the, um, the card on me.

Speaker speaker_0: Okay, I can send... Give me one moment. Let me see if the card is ready to send you to your email.

Speaker speaker_1: I don't want pay it. I don't know, but the court date came for, um, I paid, I paid, I'm the one paying the, the court, the insurance.

Speaker speaker_0: Okay, give me one moment.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, I can send you a copy of your ID card to your email.

Speaker speaker_1: Hold on one second. Uh...

Speaker speaker_0: Do you want me to send it to your email?

Speaker speaker_1: Oh yeah, sure. Yes.

Speaker speaker_0: Okay, give me one moment. Okay, I sent your card. It's going to say info@benefitsinacard.com.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Okay, any other questions?

Speaker speaker_1: No, that's all.

Speaker speaker_0: Thank you so much for calling. You have a great day.

Speaker speaker_1: You too, thank you.

Speaker speaker_0: Bueno pues.