

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl . Who do I have the pleasure of speaking with? Uh, Catherine Yanta. I work with, uh, Dory. Okay. How can I assist you? Um, so I had gotten, um... I've been trying to ask my representative from Dory about my benefits. Um, but then I also gotten a text on my personal number, and then an email on their personal email about my Benefits in a Card, I guess. Okay. So what kind of information did you need? Um, how do I... When do I get my card and what benefits are on it? Okay. 'Cause I've never done Benefits in a Card. I've always had like individual cards for each of the benefits, so like medical had its own card, dental had its own card, and vision would be separate. So this is my first rodeo with everything on one card. So everything would be separate with us as well, though. The thing is that we're the healthcare administrator, so we take care of any changes you need to make, cancellations, the actual enrollment. But we're not the insurance carrier itself or part of the staffing agency. Okay. All right. Um, so you will receive separate cards if you did sign up for all those separate, uh, services. Okay. Um, I believe I did when I had gone through the hiring process, um, on January 15th with Sarah. Um, I had done all that, so okay. What is your last name, please? Uh, 3781. And your address and date of birth? Uh, 2256th Street Northwest in Alaka, Minnesota, 56353. And then 11/18/1988. Okay. Can I have your phone number at 763-486-9792? That'd be it. And have you emailed us at sk8_9651@yahoo.com? That'd be it. All righty. So you're covered. You just became active today, so you should receive your vision card in the mail by the end of the week, and your medical will go to your email. Okay, sounds good. Yeah, I was, uh, I was trying to ask Sarah about that, but she didn't really give me much information. She said... She ignored me for almost a week, so I'm like, "Okay, I guess I'll just call the Benefits in a Card plan number." Oh, okay. No worries. Um, we're here Monday through Friday, 8:00 AM to 8:00 PM Eastern Standard Time if you have any, any more questions. All right. Thank you so much. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl . Who do I have the pleasure of speaking with?

Speaker speaker_1: Uh, Catherine Yanta. I work with, uh, Dory.

Speaker speaker_0: Okay. How can I assist you?

Speaker speaker_1: Um, so I had gotten, um... I've been trying to ask my representative from Dory about my benefits. Um, but then I also gotten a text on my personal number, and then an email on their personal email about my Benefits in a Card, I guess.

Speaker speaker_0: Okay. So what kind of information did you need?

Speaker speaker_1: Um, how do I... When do I get my card and what benefits are on it?

Speaker speaker_0: Okay.

Speaker speaker_1: 'Cause I've never done Benefits in a Card. I've always had like individual cards for each of the benefits, so like medical had its own card, dental had its own card, and vision would be separate. So this is my first rodeo with everything on one card.

Speaker speaker_0: So everything would be separate with us as well, though. The thing is that we're the healthcare administrator, so we take care of any changes you need to make, cancellations, the actual enrollment. But we're not the insurance carrier itself or part of the staffing agency.

Speaker speaker_1: Okay. All right.

Speaker speaker_0: Um, so you will receive separate cards if you did sign up for all those separate, uh, services.

Speaker speaker_1: Okay. Um, I believe I did when I had gone through the hiring process, um, on January 15th with Sarah. Um, I had done all that, so okay.

Speaker speaker_0: What is your last name, please?

Speaker speaker_1: Uh, 3781.

Speaker speaker_0: And your address and date of birth?

Speaker speaker_1: Uh, 2256th Street Northwest in Alaka, Minnesota, 56353. And then 11/18/1988.

Speaker speaker_0: Okay. Can I have your phone number at 763-486-9792?

Speaker speaker_1: That'd be it.

Speaker speaker_0: And have you emailed us at sk8_9651@yahoo.com?

Speaker speaker_1: That'd be it.

Speaker speaker_0: All righty. So you're covered. You just became active today, so you should receive your vision card in the mail by the end of the week, and your medical will go to your email.

Speaker speaker_1: Okay, sounds good. Yeah, I was, uh, I was trying to ask Sarah about that, but she didn't really give me much information. She said... She ignored me for almost a week, so I'm like, "Okay, I guess I'll just call the Benefits in a Card plan number."

Speaker speaker_0: Oh, okay. No worries. Um, we're here Monday through Friday, 8:00 AM to 8:00 PM Eastern Standard Time if you have any, any more questions.

Speaker speaker_1: All right. Thank you so much.

Speaker speaker_0: Bye-bye.

Speaker speaker_1: Bye.