

Transcript: Pearl

Rojas-5944563438403584-6337193376694272

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl speaking with? Uh, Lamont Kelly. Good morning. Good morning. How can I assist you? Um, yeah, I'd like to activate my Benefits in a Card. ... It's all good. And what's your name is? Okay. Um. Have- What do you need? Have you seen- have you seen any deductions on your payroll yet? Um, not much, but a little. What do you mean, a little? I- I just r- I just received, um, the card with us about a week ago, and I, um, I talked to somebody and they said I need to get it activated. Um, excuse me. You don't have to activate your card. As long as you're- you're having- the deductions are being made to your check- Mm-hmm. ... um, then your coverage should be active. Let me go ahead and take a look. What's the name of your staffing agency? Uh, Surge. S-U-R-G-E. And the last four digits of your social? Oh, 1123. All righty. And I'm sorry, what is your name? Uh, Lamont Kelly. L-A-M-O-N-T K-E-L-L-Y. And if I can have you confirm your address and date of birth, please. Uh, the address they have is 3099 Traveller Road, Shackleford, Virginia, 23156. Birthday is 3/6/76. Okay, may I have your phone number as 240-8695? Yes, ma'am. Okay, and I have your email address as Lamont Kelly4@gmail.com? Yes, ma'am. Mm-hmm. All righty. Taking a look here. You are a- yeah, you are currently active all the way up until the 24th. Okay, so it's all good? Yes. So what does that cover? I mean, I can just- uh, I can get, uh, high blood pressure medication, stuff like that? Go to the doctor? It does have... Correct. Um, so you can see the doctor via tele-help services, like, um, via webcam, but you can't actually go into a doctor office. Okay, so- so I would have to pay for that? Yes. Any- any- I- ... normal doctor visits would be out of pocket. Um- Out of pocket. ... this plan covers your annual exam- your annual physical, uh, immunizations, some STD screenings, some cancer screenings, blood pressure screenings, diabetes screenings, those kind of things. Preventative health services. Oh, so it covers those things. Okay. Mm-hmm. All right. All right, uh, okay. If I have any more questions, I'll give you a call back. Thank you. No problem. Thank you so much for calling. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl speaking with?

Speaker speaker_2: Uh, Lamont Kelly. Good morning.

Speaker speaker_1: Good morning. How can I assist you?

Speaker speaker_2: Um, yeah, I'd like to activate my Benefits in a Card. ... It's all good.

Speaker speaker_1: And what's your name is?

Speaker speaker_2: Okay. Um.

Speaker speaker_1: Have-

Speaker speaker_2: What do you need?

Speaker speaker_1: Have you seen- have you seen any deductions on your payroll yet?

Speaker speaker_2: Um, not much, but a little.

Speaker speaker_1: What do you mean, a little?

Speaker speaker_2: I- I just r- I just received, um, the card with us about a week ago, and I, um, I talked to somebody and they said I need to get it activated.

Speaker speaker_1: Um, excuse me. You don't have to activate your card. As long as you're- you're having- the deductions are being made to your check-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... um, then your coverage should be active. Let me go ahead and take a look. What's the name of your staffing agency?

Speaker speaker_2: Uh, Surge. S-U-R-G-E.

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

Speaker speaker_2: Oh, 1123.

Speaker speaker_1: All righty. And I'm sorry, what is your name?

Speaker speaker_2: Uh, Lamont Kelly. L-A-M-O-N-T K-E-L-L-Y.

Speaker speaker_1: And if I can have you confirm your address and date of birth, please.

Speaker speaker_2: Uh, the address they have is 3099 Traveller Road, Shackleford, Virginia, 23156. Birthday is 3/6/76.

Speaker speaker_1: Okay, may I have your phone number as 240-8695?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay, and I have your email address as Lamont Kelly4@gmail.com?

Speaker speaker_2: Yes, ma'am. Mm-hmm.

Speaker speaker_1: All righty. Taking a look here. You are a- yeah, you are currently active all the way up until the 24th.

Speaker speaker_2: Okay, so it's all good?

Speaker speaker_1: Yes.

Speaker speaker_2: So what does that cover? I mean, I can just- uh, I can get, uh, high blood pressure medication, stuff like that? Go to the doctor?

Speaker speaker_1: It does have... Correct. Um, so you can see the doctor via tele-help services, like, um, via webcam, but you can't actually go into a doctor office.

Speaker speaker_2: Okay, so- so I would have to pay for that?

Speaker speaker_1: Yes. Any- any-

Speaker speaker_2: I-

Speaker speaker_1: ... normal doctor visits would be out of pocket. Um-

Speaker speaker_2: Out of pocket.

Speaker speaker_1: ... this plan covers your annual exam- your annual physical, uh, immunizations, some STD screenings, some cancer screenings, blood pressure screenings, diabetes screenings, those kind of things. Preventative health services.

Speaker speaker_2: Oh, so it covers those things. Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: All right. All right, uh, okay. If I have any more questions, I'll give you a call back. Thank you.

Speaker speaker_1: No problem. Thank you so much for calling.

Speaker speaker_2: All right. Bye-bye.