

## Transcript: Pearl

**Rojas-5949950495211520-5825313195081728**

### Full Transcript

Hi. Good afternoon. Thank you for calling Better Call. My name is Pearl. Who am I speaking with? Hey, my name is Jonathan Bundia. And how can I assist you? Yes. So, um, I called regarding my, my, my visual cover- covering. Um, I have the card but when I went to, to see the doctor, it seems like my, my card was not activated. So, I called you. I gave you guys a call yesterday. You know, one of your coworkers told me it's gonna take 60 days, so that's why I want to see if that will be fixed so I can go, because I have an appointment today. Okay. What's the name of the staffing agency you work for? Say one more time? The name of the st- staffing agency. J- Uh, OnTrack. And the last four digits of your Social? Uh, it's gonna be one- uh, 0175. And can you reconfirm your address and date of birth? Uh, my address is gonna be, um, 4308 Oak Ridge Cycle, Apartment Number 1806. Um, Fort Worth, Texas, 15-176145. My date of birth will be August 30th, 1986. Okay, I have your phone number as 682-560-5225. That's correct. All right. I taken a look here. Yes, they did reach out to them, to the, um, vision carrier, but we are still waiting for a response. They haven't said... They haven't gave us more information. So, uh, w- when should I, should I call again? Just, um, give us a little bit of time. As soon as we hear something back, the per- the, the young lady you spoke with yesterday will give you a call and let you know. 'Cause I, 'cause I, I have to present myself to the doctor and then, I have to prove that that paperwork here works. I don't know what to do. Well, I understand, but the insurance carrier hasn't said anything. We're waiting for them to see what's going on. All right. Thank you. Thank you for calling. Have a great day.

### Conversation Format

Speaker speaker\_0: Hi. Good afternoon. Thank you for calling Better Call. My name is Pearl. Who am I speaking with?

Speaker speaker\_1: Hey, my name is Jonathan Bundia.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: Yes. So, um, I called regarding my, my, my visual cover- covering. Um, I have the card but when I went to, to see the doctor, it seems like my, my card was not activated. So, I called you. I gave you guys a call yesterday. You know, one of your coworkers told me it's gonna take 60 days, so that's why I want to see if that will be fixed so I can go, because I have an appointment today.

Speaker speaker\_0: Okay. What's the name of the staffing agency you work for?

Speaker speaker\_1: Say one more time?

Speaker speaker\_0: The name of the st- staffing agency.

Speaker speaker\_1: J- Uh, OnTrack.

Speaker speaker\_0: And the last four digits of your Social?

Speaker speaker\_1: Uh, it's gonna be one- uh, 0175.

Speaker speaker\_0: And can you reconfirm your address and date of birth?

Speaker speaker\_1: Uh, my address is gonna be, um, 4308 Oak Ridge Cycle, Apartment Number 1806. Um, Fort Worth, Texas, 15- 176145. My date of birth will be August 30th, 1986.

Speaker speaker\_0: Okay, I have your phone number as 682-560-5225.

Speaker speaker\_1: That's correct.

Speaker speaker\_0: All right. I taken a look here. Yes, they did reach out to them, to the, um, vision carrier, but we are still waiting for a response. They haven't said... They haven't gave us more information.

Speaker speaker\_1: So, uh, w- when should I, should I call again?

Speaker speaker\_0: Just, um, give us a little bit of time. As soon as we hear something back, the per- the, the young lady you spoke with yesterday will give you a call and let you know.

Speaker speaker\_1: 'Cause I, 'cause I, I have to present myself to the doctor and then, I have to prove that that paperwork here works. I don't know what to do.

Speaker speaker\_0: Well, I understand, but the insurance carrier hasn't said anything. We're waiting for them to see what's going on.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: Thank you for calling. Have a great day.