

## Transcript: Pearl

**Rojas-5973916656123904-4752649651273728**

### Full Transcript

Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who did I have the pleasure of speaking with- Go ahead. I can't hear anything. Oh. I'm sorry. My name is Keith Lancaster. I enrolled with y'all for the health insurance. Okay. Um, about a month and a half ago, and I was just wondering when, when am I going to receive my, um, medical insurance cards? For your medical cards, we're going to want your email the- the end of the week after your first production. Go ahead, I can't hear anything. Oh, well, can you send that email again? 'Cause I ain't get that email. I can definitely take a look to see what happened. What's the name of the staff agency you work for? Say that again? The name of the staff agency you work for. Um, MAU. And the last four digits of your Social? 09273. Okay. And if you can verify your address and date of birth. Um, 10/12/1982, and my address is 611 Ridgefield Drive. And the city and state? Um, um, North Augusta, South Carolina. Okay. Now your phone number is 706-619-9835? Yeah. Can I have your email address as klancaster555@gmail.com? Yep. And you want a copy just of your preventative health card? Yeah, I need, yeah, my, um, medical insurance card so I can... Okay. So that card is- I'll need that card. ... preventative health, just so you know. Say that again. That card is preventative health, so your immunizations, your annual physicals, STD screenings, some cancer screenings, diabetes, blood pressure, those kinds of things. It doesn't cover you going to the doctor ER. Okay. Okay, I'll go ahead and get that sent to you. It's gonna come from info@benefitsinacard.com. It should go to your inbox. You'll be able to see it in your inbox or your spam or junk folder. Go ahead. Okay, thank you. Do you have any other questions? No, that's it. Thank you. Thank you so much for calling. You have a great day.

### Conversation Format

Speaker speaker\_0: Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who did I have the pleasure of speaking with-

Speaker speaker\_1: Go ahead. I can't hear anything.

Speaker speaker\_2: Oh.

Speaker speaker\_0: I'm sorry.

Speaker speaker\_2: My name is Keith Lancaster. I enrolled with y'all for the health insurance.

Speaker speaker\_0: Okay.

Speaker speaker\_2: Um, about a month and a half ago, and I was just wondering when, when am I going to receive my, um, medical insurance cards?

Speaker speaker\_0: For your medical cards, we're going to want your email the- the end of the week after your first production.

Speaker speaker\_1: Go ahead, I can't hear anything.

Speaker speaker\_2: Oh, well, can you send that email again? 'Cause I ain't get that email.

Speaker speaker\_0: I can definitely take a look to see what happened. What's the name of the staff agency you work for?

Speaker speaker\_2: Say that again?

Speaker speaker\_0: The name of the staff agency you work for.

Speaker speaker\_2: Um, MAU.

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

Speaker speaker\_2: 09273.

Speaker speaker\_0: Okay. And if you can verify your address and date of birth.

Speaker speaker\_2: Um, 10/12/1982, and my address is 611 Ridgefield Drive.

Speaker speaker\_0: And the city and state?

Speaker speaker\_2: Um, um, North Augusta, South Carolina.

Speaker speaker\_0: Okay. Now your phone number is 706-619-9835?

Speaker speaker\_2: Yeah.

Speaker speaker\_0: Can I have your email address as klancaster555@gmail.com?

Speaker speaker\_2: Yep.

Speaker speaker\_0: And you want a copy just of your preventative health card?

Speaker speaker\_2: Yeah, I need, yeah, my, um, medical insurance card so I can...

Speaker speaker\_0: Okay. So that card is-

Speaker speaker\_2: I'll need that card.

Speaker speaker\_0: ... preventative health, just so you know.

Speaker speaker\_2: Say that again.

Speaker speaker\_0: That card is preventative health, so your immunizations, your annual physicals, STD screenings, some cancer screenings, diabetes, blood pressure, those kinds of things. It doesn't cover you going to the doctor ER.

Speaker speaker\_2: Okay.

Speaker speaker\_0: Okay, I'll go ahead and get that sent to you. It's gonna come from info@benefitsinacard.com. It should go to your inbox. You'll be able to see it in your inbox or your spam or junk folder.

Speaker speaker\_2: Go ahead. Okay, thank you.

Speaker speaker\_0: Do you have any other questions?

Speaker speaker\_2: No, that's it. Thank you.

Speaker speaker\_0: Thank you so much for calling. You have a great day.