

Transcript: Pearl

Rojas-5981222313967616-5900483035709440

Full Transcript

Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Uh, Myesha Keenan. And how can I assist you? Okay. So, um, I just got off the phone with, um, one of the agents. He sent over my, um, card. So I just wanted to see, did I get a family plan for all of this? And so how do m- my family use it like my husband? So the card should say Employee + Family on it and he is able to re-use just the same card. Okay. So everybody just use the same card? Yes, ma'am. Oh, yeah. Okay. It do say, it says medical coverage family. Mm-hmm. And then it says vision coverage family. So they just use, my husband will just use this card? Yes, ma'am. Okay. I just want to make sure there won't be no problem when he use it. Of course, no problem. Do you have any other questions? No, ma'am. Thank you. No problem. You have a great day. Okay, you too. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Good morning. 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, Myesha Keenan.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Okay. So, um, I just got off the phone with, um, one of the agents. He sent over my, um, card. So I just wanted to see, did I get a family plan for all of this? And so how do m- my family use it like my husband?

Speaker speaker_0: So the card should say Employee + Family on it and he is able to re-use just the same card.

Speaker speaker_1: Okay. So everybody just use the same card?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Oh, yeah. Okay. It do say, it says medical coverage family.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And then it says vision coverage family. So they just use, my husband will just use this card?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. I just want to make sure there won't be no problem when he use it.

Speaker speaker_0: Of course, no problem. Do you have any other questions?

Speaker speaker_1: No, ma'am. Thank you.

Speaker speaker_0: No problem. You have a great day.

Speaker speaker_1: Okay, you too.

Speaker speaker_0: Bye-bye. Bye.