

## Transcript: Pearl

**Rojas-5993871002615808-6525992888745984**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Okay. Good morning. Thank you for calling Benefits in a Card. My name is Pearl Hi, you're speaking with Vanessa. I'm calling to see if my insurance is still active. Okay. What's the name of the staffing agency you work for? My name? Vanessa The name of the- the name of the staffing agency. Uh, Search. And the last four digits of your social? Uh, 9140. Okay. Can you confirm your address? 816 W East Street, Columbus, Ohio 43222. All right. And your date of birth? November 15, '92. All right. And I have your phone number as 475-300-1120. Correct. And your email address as your last name, vanessa1992@gmail.com. Yes. All righty. So taking a look here, your coverage is active. It's active? Okay. My... Can you send me the number, uh, the, the number for my insurance because it's... You need a copy of your card? Yes, please. Okay. I can send you a copy to your email. Okay. Okay. It's going to say info@benefitsinacard.com. Okay. If it- My Mm-hmm. But- If it doesn't go to your inbox, um, check your spam or junk folder. Okay? You'll send it now? Um, I have to download it. It'll be just a few minutes. Okay? Uh, let me verify my, my, uh, email again. Vanessa, good. Vanessamissile.92@yahoo.com. Okay, so VanessaMissile.92- My first name, my, my, yeah, my first name and my last name.92@yahoo.com. At Yahoo. Okay. I'll go ahead and get that sent over. It'll be just a couple minutes. Okay? Okay. Thank you so much. Thank you so much for calling. You have a great day. Okay. Bye-bye.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Good morning. Thank you for calling Benefits in a Card. My name is Pearl

Speaker speaker\_1: Hi, you're speaking with Vanessa. I'm calling to see if my insurance is still active.

Speaker speaker\_2: Okay. What's the name of the staffing agency you work for?

Speaker speaker\_1: My name? Vanessa

Speaker speaker\_2: The name of the- the name of the staffing agency.

Speaker speaker\_1: Uh, Search.

Speaker speaker\_2: And the last four digits of your social?

Speaker speaker\_1: Uh, 9140.

Speaker speaker\_2: Okay. Can you confirm your address?

Speaker speaker\_1: 816 W East Street, Columbus, Ohio 43222.

Speaker speaker\_2: All right. And your date of birth?

Speaker speaker\_1: November 15, '92.

Speaker speaker\_2: All right. And I have your phone number as 475-300-1120.

Speaker speaker\_1: Correct.

Speaker speaker\_2: And your email address as your last name, vanessa1992@gmail.com.

Speaker speaker\_1: Yes.

Speaker speaker\_2: All righty. So taking a look here, your coverage is active.

Speaker speaker\_1: It's active? Okay. My... Can you send me the number, uh, the, the number for my insurance because it's...

Speaker speaker\_2: You need a copy of your card?

Speaker speaker\_1: Yes, please.

Speaker speaker\_2: Okay. I can send you a copy to your email.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Okay. It's going to say info@benefitsinacard.com.

Speaker speaker\_1: Okay.

Speaker speaker\_2: If it-

Speaker speaker\_1: My Mm-hmm. But-

Speaker speaker\_2: If it doesn't go to your inbox, um, check your spam or junk folder. Okay?

Speaker speaker\_1: You'll send it now?

Speaker speaker\_2: Um, I have to download it. It'll be just a few minutes. Okay?

Speaker speaker\_1: Uh, let me verify my, my, uh, email again. Vanessa, good. Vanessamissile.92@yahoo.com.

Speaker speaker\_2: Okay, so VanessaMissile.92-

Speaker speaker\_1: My first name, my, my, yeah, my first name and my last name.92@yahoo.com.

Speaker speaker\_2: At Yahoo. Okay. I'll go ahead and get that sent over. It'll be just a couple minutes. Okay?

Speaker speaker\_1: Okay. Thank you so much.

Speaker speaker\_2: Thank you so much for calling. You have a great day.

Speaker speaker\_1: Okay. Bye-bye.