

## Transcript: Pearl

**Rojas-6026504105148416-6263442821136384**

### Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl Alvarez. Who are you speaking with? Uh, Russell Booker. I'm not going to insert your sticker. Yes. Uh, I have insurance with y'all and I have a doctor appointment tomorrow at one o'clock and my insurance cards have retained 'cause... Any way you give me, uh, some kind of number I can give them to, uh, you know, to scan the insurance or? Um, I could definitely take a look for you. What's the name of the staffing agency you work for? I work for, uh, Centaurz, uh, our school temp service through Surge. Let's see, through Surge. Give me one moment. Okay. And what are the last four digits of your social? 6582. And you said your last name is Booker, correct? Yes. And can you confirm your address and date of birth for me? My address is 17620 Franklin Drive, Granite States of Virginia 22714. My birthday is 7/3/'61. All right. And I have your phone number as 219-4794. Yes. And I have your email address as rbooker011@gmail.com. Yes. Okay. So taking a look here at your account, your coverage just became ac- became active today. So there's not going to be a, a card that I can send you or policy number that it can give you, um, because they just started creating your account today. What I can do is if you... when you go to the doctor's office tomorrow, you can provide them our phone number and we'll be able to verify your coverage for you. Oh, okay. Okay. Okay. That sounds good. All right. Do you have any questions? I think that'd be it. All right. Thank you so much for calling. Have a great day. Okay. Thank you. You too. Bye-bye.

### Conversation Format

Speaker speaker\_0: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl Alvarez. Who are you speaking with?

Speaker speaker\_1: Uh, Russell Booker.

Speaker speaker\_0: I'm not going to insert your sticker.

Speaker speaker\_1: Yes. Uh, I have insurance with y'all and I have a doctor appointment tomorrow at one o'clock and my insurance cards have retained 'cause... Any way you give me, uh, some kind of number I can give them to, uh, you know, to scan the insurance or?

Speaker speaker\_0: Um, I could definitely take a look for you. What's the name of the staffing agency you work for?

Speaker speaker\_1: I work for, uh, Centaurz, uh, our school temp service through Surge.

Speaker speaker\_0: Let's see, through Surge. Give me one moment.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And what are the last four digits of your social?

Speaker speaker\_1: 6582.

Speaker speaker\_0: And you said your last name is Booker, correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And can you confirm your address and date of birth for me?

Speaker speaker\_1: My address is 17620 Franklin Drive, Granite States of Virginia 22714. My birthday is 7/3/'61.

Speaker speaker\_0: All right. And I have your phone number as 219-4794.

Speaker speaker\_1: Yes.

Speaker speaker\_0: And I have your email address as rbooker011@gmail.com.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So taking a look here at your account, your coverage just became ac- became active today. So there's not going to be a, a card that I can send you or policy number that it can give you, um, because they just started creating your account today. What I can do is if you... when you go to the doctor's office tomorrow, you can provide them our phone number and we'll be able to verify your coverage for you.

Speaker speaker\_1: Oh, okay. Okay. Okay. That sounds good.

Speaker speaker\_0: All right. Do you have any questions?

Speaker speaker\_1: I think that'd be it.

Speaker speaker\_0: All right. Thank you so much for calling. Have a great day.

Speaker speaker\_1: Okay. Thank you. You too.

Speaker speaker\_0: Bye-bye.