

Transcript: Pearl

Rojas-6064009211592704-6714311417839616

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl speaking with. Hi, my first name is Jillian. And how can I assist you? I, um, don't have a, my benefits card. Um, I was just trying to g- figure out how I can get my member card. All righty. And what's the name of the staffing agency you work for? BG Staffing. And the last four digits of your social? 3028. Okay. And if you can verify your address and date of birth for me. Sure. Um, there might be two different addresses on file. One is 48 Hyde Street in Weymouth and then the other one is, uh, that's my mailing address but I- it's now changed to 12254 Winfield Lake Circle. That's in Jacksonville. Um, repeat the first address for me. 48 Hyde Street in Weymouth, Massachusetts. Okay. I do have that one. Okay. And- Oh. Mm-hmm. Repeat your date of birth. 10/23/95. All righty. And I have your phone number as 781-789-8443? Correct. And I have your email address as jmstartucci@comcast.net? Correct. Okay. And then you said you needed your benefit cards? Yeah. I never received my cards. I know my, um, coverage is going to expire soon but I'm trying to book some appointments before that happens. But I never received my cards, and every time I try to do the electronic version on the app, it doesn't, it says it's not available. Okay. But was- And you need both medical and your dental? I think just my medical. I think I received my dental. Yeah, your medical would have went to your email. Let me see if there's a virtual copy ready. That would be fantastic. I might have deleted it and just thought it was spam or something. All righty. So that card was able to be downloaded. Um, I'm gonna go ahead and send it to you fro- through an email called info@benefitsinacard.com. This is gonna go to your- Okay. It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder. Okay. Thank you so much for your help. No problem. Thank you so much for calling. You have a great day. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl speaking with.

Speaker speaker_1: Hi, my first name is Jillian.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: I, um, don't have a, my benefits card. Um, I was just trying to g- figure out how I can get my member card.

Speaker speaker_0: All righty. And what's the name of the staffing agency you work for?

Speaker speaker_1: BG Staffing.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: 3028.

Speaker speaker_0: Okay. And if you can verify your address and date of birth for me.

Speaker speaker_1: Sure. Um, there might be two different addresses on file. One is 48 Hyde Street in Weymouth and then the other one is, uh, that's my mailing address but I- it's now changed to 12254 Winfield Lake Circle. That's in Jacksonville.

Speaker speaker_0: Um, repeat the first address for me.

Speaker speaker_1: 48 Hyde Street in Weymouth, Massachusetts.

Speaker speaker_0: Okay. I do have that one.

Speaker speaker_1: Okay.

Speaker speaker_0: And-

Speaker speaker_1: Oh. Mm-hmm.

Speaker speaker_0: Repeat your date of birth.

Speaker speaker_1: 10/23/95.

Speaker speaker_0: All righty. And I have your phone number as 781-789-8443?

Speaker speaker_1: Correct.

Speaker speaker_0: And I have your email address as jmstartucci@comcast.net?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. And then you said you needed your benefit cards?

Speaker speaker_1: Yeah. I never received my cards. I know my, um, coverage is going to expire soon but I'm trying to book some appointments before that happens. But I never received my cards, and every time I try to do the electronic version on the app, it doesn't, it says it's not available.

Speaker speaker_0: Okay.

Speaker speaker_1: But was-

Speaker speaker_0: And you need both medical and your dental?

Speaker speaker_1: I think just my medical. I think I received my dental.

Speaker speaker_0: Yeah, your medical would have went to your email. Let me see if there's a virtual copy ready.

Speaker speaker_1: That would be fantastic. I might have deleted it and just thought it was spam or something.

Speaker speaker_0: All righty. So that card was able to be downloaded. Um, I'm gonna go ahead and send it to you fro- through an email called info@benefitsinacard.com. This is gonna go to your-

Speaker speaker_1: Okay.

Speaker speaker_0: It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder.

Speaker speaker_1: Okay. Thank you so much for your help.

Speaker speaker_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_1: Thank you.

Speaker speaker_0: Bye-bye.