

Transcript: Pearl

Rojas-6077257230532608-4888979164839936

Full Transcript

Hello, this is Dana. Your call may be monitored or recorded for quality assurance purposes. Hi, was Ms. Kemp please? Uh, yeah, who's speaking? My name is Pearl. I'm calling from BenefitGenicard on behalf of your staff at EDC Community Circle. Oh. Great, great, yeah, I thought- I thought it might be you. Um, yeah, how are you doing, Pearl? I'm good, how are you? Good. Uh- Um, I was just calling- Good. ... to let you know that we did get your vision situation resolved. Um, it will be- Oh, great. ... verifiable tomorrow. Oh, good, okay. So then I can go ahead and- and schedule an appointment at one of these places. And- and will they- will they... is there some information that I'll need for them to be able to find me in the system or is it just, uh, Social and date of birth and all that stuff? That was generally- Yeah. ... what they were asking me for. Um- Yeah, no, this is just your normal information you would provide, um, normally and that's it. Okay. Okay, great. All right, well, thank you, Pearl, for following up and letting me know. No prob. Thank you so much for attending my call. You have a great day. Okay, sure. You too. Bye.

Conversation Format

Speaker speaker_0: Hello, this is Dana.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Hi, was Ms. Kemp please?

Speaker speaker_0: Uh, yeah, who's speaking?

Speaker speaker_2: My name is Pearl. I'm calling from BenefitGenicard on behalf of your staff at EDC Community Circle.

Speaker speaker_0: Oh. Great, great, yeah, I thought- I thought it might be you. Um, yeah, how are you doing, Pearl?

Speaker speaker_2: I'm good, how are you?

Speaker speaker_0: Good. Uh-

Speaker speaker_2: Um, I was just calling-

Speaker speaker_0: Good.

Speaker speaker_2: ... to let you know that we did get your vision situation resolved. Um, it will be-

Speaker speaker_0: Oh, great.

Speaker speaker_2: ... verifiable tomorrow.

Speaker speaker_0: Oh, good, okay. So then I can go ahead and- and schedule an appointment at one of these places. And- and will they- will they... is there some information that I'll need for them to be able to find me in the system or is it just, uh, Social and date of birth and all that stuff? That was generally-

Speaker speaker_2: Yeah.

Speaker speaker_0: ... what they were asking me for. Um-

Speaker speaker_2: Yeah, no, this is just your normal information you would provide, um, normally and that's it.

Speaker speaker_0: Okay. Okay, great. All right, well, thank you, Pearl, for following up and letting me know.

Speaker speaker_2: No prob. Thank you so much for attending my call. You have a great day.

Speaker speaker_0: Okay, sure. You too. Bye.