

Transcript: Pearl

Rojas-6101188966793216-4738941103292416

Full Transcript

Hi there. Thank you for calling Benefits in a Card. My name is Pearl. Who can I search your key with? Uh, Renee McMillan. And how can I assist you? Um, I received a phone call from Stephanie that I needed to schedule an appointment with the doctor again... Um, what's the name of the company you work for? What was that? What's the name of the company you say you work for? Um, Versa Firma. And the last four digits of your social? 2471. All righty. Can you verify your address and date of birth? Um, we're in an apartment right now but it's 7701, I believe, West Fourth Avenue, Apartment B as in boy, 105, in Kennewick, 99336. Date of birth, 05-11-96. Can that be your phone number as 208-573-2544? Yes. Send the address as your first name, your last name @americanok.com? Yes. I don't have any record of us giving you a call since the 3rd of March. And it was different when we gave you a call? Oh, yeah. I just got a phone, a phone call from someone called Stephanie. She said that I needed to schedule an appointment with Doctor B to read test results. VIP Plus bundle. Let me take a look at the plans you have. Give me one moment. Okay. It could have been, it could have been with the virtual care, um... Oh, yeah. Probably. 'Cause it, it came up as the same phone number though. This phone line. Okay. Let me, let me go ahead and get you over to them. Bear with me one moment. Okay. Thank you.

Conversation Format

Speaker speaker_0: Hi there. Thank you for calling Benefits in a Card. My name is Pearl. Who can I search your key with?

Speaker speaker_1: Uh, Renee McMillan.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I received a phone call from Stephanie that I needed to schedule an appointment with the doctor again...

Speaker speaker_0: Um, what's the name of the company you work for?

Speaker speaker_1: What was that?

Speaker speaker_0: What's the name of the company you say you work for?

Speaker speaker_1: Um, Versa Firma.

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

Speaker speaker_1: 2471.

Speaker speaker_0: All righty. Can you verify your address and date of birth?

Speaker speaker_1: Um, we're in an apartment right now but it's 7701, I believe, West Fourth Avenue, Apartment B as in boy, 105, in Kennewick, 99336. Date of birth, 05-11-96.

Speaker speaker_0: Can that be your phone number as 208-573-2544?

Speaker speaker_1: Yes.

Speaker speaker_0: Send the address as your first name, your last name @americanok.com?

Speaker speaker_1: Yes.

Speaker speaker_0: I don't have any record of us giving you a call since the 3rd of March. And it was different when we gave you a call?

Speaker speaker_1: Oh, yeah. I just got a phone, a phone call from someone called Stephanie. She said that I needed to schedule an appointment with Doctor B to read test results.

Speaker speaker_0: VIP Plus bundle. Let me take a look at the plans you have. Give me one moment. Okay. It could have been, it could have been with the virtual care, um...

Speaker speaker_1: Oh, yeah. Probably. 'Cause it, it came up as the same phone number though. This phone line.

Speaker speaker_0: Okay. Let me, let me go ahead and get you over to them. Bear with me one moment.

Speaker speaker_1: Okay. Thank you.