Transcript: Pearl Rojas-6102201870630912-6319905172930560

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl ... who would I like to speak with? Uh, this is Jeff Arthur. Jeffrey Arthur. And how can I assist you? Um, I, I work- I started working at, um, through DTC at Ruskins in Parsons and I was wondering to get my, um, vision, uh, policy number and stuff so I can, uh, try to get some glasses. Okay. And what's the name of the staff at DTC you work for? Uh, DTC. DTC. And the last four digits of your Social? 9738. All right, and if you can confirm your address and date of birth. 615 North 5th Street, Chautauqua, Kansas, 67336, and my birthday is 3/19/1968. Okay, and I have your phone number as 970-331-445- uh, 4485. Correct. And I have your email address as jeffarthur24@hotmail.com? Yes. And you said you just needed a copy of your vision ... card? Yeah. Can you send that to me or... Definitely, I'm gonna try to- How do, how do they normally? Um, you should receive one, a hard copy in the mail soon. But I can send you a virtual copy while you wait. Oh, you can send me one to my email? Mm-hmm. Okay, that would be great. Um... Right. That email is gonna come from info@benefitsinacard.com. It should go to your, um, it should go to your inbox. If you don't see it in your inbox, try your spam or junk folder. Okay. And that's all I need to do, or... Yes, sir. Okay. Um, and, and it usually takes how long, uh, uh, when I get the hard car- har- the card? Um, well, you just became active this Monday, so I'd give it another week or two. Password for Kelly Okay. All right. I'll give it time. That is right. ... Thank you. Thank you, much for calling. Have a good day. Bye-bye. Password, Chromebox.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl ... who would I like to speak with?

Speaker speaker_1: Uh, this is Jeff Arthur. Jeffrey Arthur.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I, I work- I started working at, um, through DTC at Ruskins in Parsons and I was wondering to get my, um, vision, uh, policy number and stuff so I can, uh, try to get some glasses.

Speaker speaker_0: Okay. And what's the name of the staff at DTC you work for?

Speaker speaker_1: Uh, DTC.

Speaker speaker_0: DTC. And the last four digits of your Social?

Speaker speaker_1: 9738.

Speaker speaker_0: All right, and if you can confirm your address and date of birth.

Speaker speaker_1: 615 North 5th Street, Chautauqua, Kansas, 67336, and my birthday is 3/19/1968.

Speaker speaker_0: Okay, and I have your phone number as 970-331-445- uh, 4485.

Speaker speaker_1: Correct.

Speaker speaker_0: And I have your email address as jeffarthur24@hotmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: And you said you just needed a copy of your vision ... card?

Speaker speaker_1: Yeah. Can you send that to me or...

Speaker speaker_0: Definitely, I'm gonna try to-

Speaker speaker_1: How do, how do they normally?

Speaker speaker_0: Um, you should receive one, a hard copy in the mail soon. But I can send you a virtual copy while you wait.

Speaker speaker_1: Oh, you can send me one to my email?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay, that would be great. Um...

Speaker speaker_0: Right. That email is gonna come from info@benefitsinacard.com. It should go to your, um, 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. And that's all I need to do, or...

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. Um, and, and it usually takes how long, uh, uh, when I get the hard car- har- the card?

Speaker speaker_0: Um, well, you just became active this Monday, so I'd give it another week or two.

Speaker speaker_2: Password for Kelly

Speaker speaker_3: Okay. All right. I'll give it time.

Speaker speaker_2: That is right. ... Thank you.

Speaker speaker_0: Thank you, much for calling. Have a good day.

Speaker speaker_3: Bye-bye.

Speaker speaker_2: Password, Chromebox.