

## Transcript: Pearl

**Rojas-6152969148743680-4609040846733312**

### Full Transcript

Hi, good morning. Thank you for calling for a Medicare card. My name is Cindy Burrows. Who am I speaking with? Um, Kendall Pyles, P-Y-L-E-S. Uh-huh. Can I- I'm just trying to check the... Hey, I was trying to check to see if I was enrolled in health insurance. Okay. What's your name of staff and agency you work for? Kendall Pyles and Staff Agency is CivicFLEX. FLEX? L-E-X. Yeah. Um, let me take a look. That name doesn't sound familiar. Or it could be TRT. There we go. TRT. It does- Could be TRT. Yeah, TRT does sound familiar. And what is the last four digits of your social? 6261. All right. And if you can confirm your address and date of birth. 2590 Magnolia Street, Auburn, South Carolina 29115. And your date of birth? Um, 6/20/85. All righty. And I have your phone number as 803-378-0127? Yeah. Can I have your email address as kpyles26@me.com? Uh-huh. Okay. It says you are enrolled in the VIP Plus for employee only and you became active today. So, you should receive your, um, ID card in your email by the end of the week. Okay. So, if I had a doctor's appointment today, would I be able to use it? Y- yep. Give them our phone number and we'll be able to verify coverage for you. Say what now? I would just give them our number and we'll verify your coverage. Okay. Your phone number? This number that you called, yes. Oh, okay, okay, okay. Okay. Oh, yeah, that's all I needed. All right. Thank you so much for calling. You have a great day. All right. I appreciate it. Thanks.

### Conversation Format

Speaker speaker\_0: Hi, good morning. Thank you for calling for a Medicare card. My name is Cindy Burrows. Who am I speaking with?

Speaker speaker\_1: Um, Kendall Pyles, P-Y-L-E-S.

Speaker speaker\_0: Uh-huh. Can I-

Speaker speaker\_1: I'm just trying to check the... Hey, I was trying to check to see if I was enrolled in health insurance.

Speaker speaker\_0: Okay. What's your name of staff and agency you work for?

Speaker speaker\_1: Kendall Pyles and Staff Agency is CivicFLEX.

Speaker speaker\_0: FLEX?

Speaker speaker\_1: L-E-X. Yeah.

Speaker speaker\_0: Um, let me take a look. That name doesn't sound familiar.

Speaker speaker\_1: Or it could be TRT.

Speaker speaker\_0: There we go. TRT. It does-

Speaker speaker\_1: Could be TRT.

Speaker speaker\_0: Yeah, TRT does sound familiar. And what is the last four digits of your social?

Speaker speaker\_1: 6261.

Speaker speaker\_0: All right. And if you can confirm your address and date of birth.

Speaker speaker\_1: 2590 Magnolia Street, Auburn, South Carolina 29115.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: Um, 6/20/85.

Speaker speaker\_0: All righty. And I have your phone number as 803-378-0127?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Can I have your email address as kpyles26@me.com?

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: Okay. It says you are enrolled in the VIP Plus for employee only and you became active today. So, you should receive your, um, ID card in your email by the end of the week.

Speaker speaker\_1: Okay. So, if I had a doctor's appointment today, would I be able to use it?

Speaker speaker\_0: Y- yep. Give them our phone number and we'll be able to verify coverage for you.

Speaker speaker\_1: Say what now?

Speaker speaker\_0: I would just give them our number and we'll verify your coverage.

Speaker speaker\_1: Okay. Your phone number?

Speaker speaker\_0: This number that you called, yes.

Speaker speaker\_1: Oh, okay, okay, okay. Okay. Oh, yeah, that's all I needed.

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

Speaker speaker\_1: All right. I appreciate it. Thanks.