

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who can I assist today? Hi. Uh, my name is Jamal Gordon. How can I help you? And I was calling to get my ins... Yes, ma'am. I was calling to get my insurance card number because I never received an insurance card or nothing like that and I know I've been paying for it through my, through my job or whatever. But I never received a card or nothing and I'm trying to go to the doctor currently right now and they told me that they couldn't see me until I gave them the ID number to my insurance. Okay. What's the name of the staff agency you work for? Ma'am? What's the name of the staff agency you work for? Uh, I work for MAU. And the last four digits of your Social? 0360. If you can confirm your address and date of birth, please. Uh, 443 Gordon Road, Sardis, Georgia 30456. My date of birth, 12/12/94. Can I have your phone number as 706-299-3688? Yes, ma'am. Can I have your email address as jamalgordon77@gmail.com? Yes, ma'am. All right. Okay, so I'll go ahead and get a copy of your card sent to your email. It's gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, check your spam or junk folder. Okay. Okay, it'll just be a couple minutes while I get those downloaded and sent to you. Do you have any questions? No, ma'am. I do not. All right. Well, thank you so much for calling. You have a great day. All right. Bye now.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who can I assist today?

Speaker speaker_2: Hi. Uh, my name is Jamal Gordon.

Speaker speaker_1: How can I help you?

Speaker speaker_2: And I was calling to get my ins... Yes, ma'am. I was calling to get my insurance card number because I never received an insurance card or nothing like that and I know I've been paying for it through my, through my job or whatever. But I never received a card or nothing and I'm trying to go to the doctor currently right now and they told me that they couldn't see me until I gave them the ID number to my insurance.

Speaker speaker_1: Okay. What's the name of the staff agency you work for?

Speaker speaker_2: Ma'am?

Speaker speaker_1: What's the name of the staff agency you work for?

Speaker speaker_2: Uh, I work for MAU.

Speaker speaker_1: And the last four digits of your Social?

Speaker speaker_2: 0360.

Speaker speaker_1: If you can confirm your address and date of birth, please.

Speaker speaker_2: Uh, 443 Gordon Road, Sardis, Georgia 30456. My date of birth, 12/12/94.

Speaker speaker_1: Can I have your phone number as 706-299-3688?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Can I have your email address as jamalgordon77@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right. Okay, so I'll go ahead and get a copy of your card sent to your email. It's gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, check your spam or junk folder.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay, it'll just be a couple minutes while I get those downloaded and sent to you. Do you have any questions?

Speaker speaker_2: No, ma'am. I do not.

Speaker speaker_1: All right. Well, thank you so much for calling. You have a great day.

Speaker speaker_2: All right. Bye now.