

Transcript: Pearl

Rojas-6171857199513600-5320588507430912

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Yeah, this is James Caseli. And how can I assist you, Mr. Caseli? I'd like to schedule virtual, uh, virtual with a doctor. Okay, so we are the healthcare administrators. We just take care of, like, um, of, like, enscri- um enrollment cancellations, things like that. Um, on your card, there should have a number for you to set up that appointment. Um, but as far as setting it up, we don't do... we don't do that. Uh, they told me to call you to do that. Give me one moment. Let me verify that information, 'cause as far as I know, you have to do that separately. Give me one moment. Thank you. Mr. Caseli, what's the name of the staff agency you work for? Uh, BGSS. Okay, and the last four digits of your social? It's 2175. Okay. I'm just gonna go ahead and pull up your file so I can take a look before I, um, put you on hold. What is your address and date of birth? 779 West 17th Street, Upland, California, 17621. Okay, and I have your phone number as 942-9732. Yes. And I have your email address as jfkenterprises@er- uh, verizon.net. Yes. Okay, bear with me one moment. I'm gonna place you on a brief hold. Thank you so much for holding, Mr.... Um. Caseli. Caseli. Uh, so I have the number you're gonna call, so set up that appointment, okay? Okay. That number is 866-866- 223- 223- 8831. 8831? Yes, sir. All righty. Thank you. No problem. You have a great day. You too.

Conversation Format

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

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_2: Yeah, this is James Caseli.

Speaker speaker_1: And how can I assist you, Mr. Caseli?

Speaker speaker_2: I'd like to schedule virtual, uh, virtual with a doctor.

Speaker speaker_1: Okay, so we are the healthcare administrators. We just take care of, like, um, of, like, enscri- um enrollment cancellations, things like that. Um, on your card, there should have a number for you to set up that appointment. Um, but as far as setting it up, we don't do... we don't do that.

Speaker speaker_2: Uh, they told me to call you to do that.

Speaker speaker_1: Give me one moment. Let me verify that information, 'cause as far as I know, you have to do that separately. Give me one moment.

Speaker speaker_2: Thank you.

Speaker speaker_1: Mr. Caseli, what's the name of the staff agency you work for?

Speaker speaker_2: Uh, BGSS.

Speaker speaker_1: Okay, and the last four digits of your social?

Speaker speaker_2: It's 2175.

Speaker speaker_1: Okay. I'm just gonna go ahead and pull up your file so I can take a look before I, um, put you on hold. What is your address and date of birth?

Speaker speaker_2: 779 West 17th Street, Upland, California, 17621.

Speaker speaker_1: Okay, and I have your phone number as 942-9732.

Speaker speaker_2: Yes.

Speaker speaker_1: And I have your email address as jfkenterprises@er- uh, verizon.net.

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, bear with me one moment. I'm gonna place you on a brief hold. Thank you so much for holding, Mr.... Um.

Speaker speaker_2: Caseli.

Speaker speaker_1: Caseli. Uh, so I have the number you're gonna call, so set up that appointment, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: That number is 866-

Speaker speaker_2: 866-

Speaker speaker_1: 223-

Speaker speaker_2: 223-

Speaker speaker_1: 8831.

Speaker speaker_2: 8831?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: All righty. Thank you.

Speaker speaker_1: No problem. You have a great day.

Speaker speaker_2: You too.