

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who live and what's she speaking with? Uh, Jonathan Green. Jonathan Green. Mr. Green. Um, I, I'm trying to add, add dental to my, um, to, to, to my benefits, 'cause w- when I, I went to the, uh, dentist I tried to... Um... I, I, I, I had tried to u- use my, my card but it didn't have dental on it. So I'm trying to add it now. Okay. What's the name of the staff agency you work for? Uh, MAU. And the last four digits of your social? 7595. All righty. If you can confirm your address and date of birth for me. Address is 159 Staley Road. And the city and state? Wagner, South Carolina. And your date of birth. June 7th, 1992. All righty. And I have your phone number as 653-1581. That's it. And I have your email address as clayton.johnson564@gmail.com. That's it. Okay, so taking a look here at your account, you do have dental coverage. Um, what card are you trying to use? It's i- it's the card they, uh, MAU had, had gave us for, um... Well, wh- when I, when I first enrolled. Hmm. Okay, what I can do is I can send you a copy of your benefit card, um, to your email if you'd like. Say again. If you'd like, I can send a copy of your benefit card to your email. That's... That, that, that's, that's fine, but I, I, I'm gonna need a, a, a, a card to take like to the dentist or... Or, or something like that. Okay, so you'd rather have a physical card? Yes, ma'am. 'Cause the virtual one that I'm gonna send you works the same. Yeah. I, I, I need, I need a, a virtual one. Do you want both or just the... Or the, just the virtual's fine? Say again? Do you want both? The copy... The emailed version that I'm gonna send you and the ph- the physical, or just the emailed version is fine? Uh, just, just the, uh, the, uh, physical. Just the physical? Okay, I'll go ahead and get that- Yeah. ... sent to you. It does take seven to 10 business days to arrive. Um, but I'll definitely put that request in for you, okay? Okay. And you a- you also said dental is on there, right? It is your dental card. It's gonna be your dental card. It's just for dental. Yeah. I- if, if, if you can send that, that, that'll be fine. Okay. I'll go ahead and get that s- um, request put in. Is there anything else I can assist you with? That'll be all. Thank you so much for calling. You have a great day.

Conversation Format

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

Speaker speaker_1: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who live and what's she speaking with?

Speaker speaker_2: Uh, Jonathan Green.

Speaker speaker_1: Jonathan Green. Mr. Green.

Speaker speaker_2: Um, I, I'm trying to add, add dental to my, um, to, to, to my benefits, 'cause w- when I, I went to the, uh, dentist I tried to... Um... I, I, I, I had tried to u- use my, my card but it didn't have dental on it. So I'm trying to add it now.

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

Speaker speaker_2: Uh, MAU.

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

Speaker speaker_2: 7595.

Speaker speaker_1: All righty. If you can confirm your address and date of birth for me.

Speaker speaker_2: Address is 159 Staley Road.

Speaker speaker_1: And the city and state?

Speaker speaker_2: Wagner, South Carolina.

Speaker speaker_1: And your date of birth.

Speaker speaker_2: June 7th, 1992.

Speaker speaker_1: All righty. And I have your phone number as 653-1581.

Speaker speaker_2: That's it.

Speaker speaker_1: And I have your email address as clayton.johnson564@gmail.com.

Speaker speaker_2: That's it.

Speaker speaker_1: Okay, so taking a look here at your account, you do have dental coverage. Um, what card are you trying to use?

Speaker speaker_2: It's i- it's the card they, uh, MAU had, had gave us for, um... Well, when I, when I first enrolled.

Speaker speaker_1: Hmm. Okay, what I can do is I can send you a copy of your benefit card, um, to your email if you'd like.

Speaker speaker_2: Say again.

Speaker speaker_1: If you'd like, I can send a copy of your benefit card to your email.

Speaker speaker_2: That's... That, that, that's, that's fine, but I, I, I'm gonna need a, a, a, a card to take like to the dentist or... Or, or something like that.

Speaker speaker_1: Okay, so you'd rather have a physical card?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: 'Cause the virtual one that I'm gonna send you works the same.

Speaker speaker_2: Yeah. I, I, I need, I need a, a virtual one.

Speaker speaker_1: Do you want both or just the... Or the, just the virtual's fine?

Speaker speaker_2: Say again?

Speaker speaker_1: Do you want both? The copy... The emailed version that I'm gonna send you and the ph- the physical, or just the emailed version is fine?

Speaker speaker_2: Uh, just, just the, uh, the, uh, physical.

Speaker speaker_1: Just the physical? Okay, I'll go ahead and get that-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... sent to you. It does take seven to 10 business days to arrive. Um, but I'll definitely put that request in for you, okay?

Speaker speaker_2: Okay. And you a- you also said dental is on there, right?

Speaker speaker_1: It is your dental card. It's gonna be your dental card. It's just for dental.

Speaker speaker_2: Yeah. I- if, if, if you can send that, that, that'll be fine.

Speaker speaker_1: Okay. I'll go ahead and get that s- um, request put in. Is there anything else I can assist you with?

Speaker speaker_2: That'll be all.

Speaker speaker_1: Thank you so much for calling. You have a great day.