

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 do I have the pleasure of speaking with? Hey, yes, this is Tarika Brown. And how can I assist you? Um, I'm trying to get my insurance information. Because I haven't received a card or anything so I'm trying to see what's like my group number and things. Okay. What's the name of the staffing agency you work for? Um, TRIC. And the last four digits of your social? Um, 4646. All right. And if you can verify your address and date of birth. Um, 8110 Brown Park Lane. Um, February 3rd, 1990. Okay. And your city and state? Lawrenceville. 30043. And the state? Lawrenceville, Georgia. Okay. And I have your phone number as 453-5452? Yes, ma'am. And I have your email address as BTarika@yahoo.com? Yes, ma'am. Good. And you haven't received any of your cards? No, ma'am. Okay. No worries. I can definitely get virtual copy sent to you via email. Um... The email's going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder. Okay. There we go. And does it, um, also sh- tell me what all services does it offer and pay for like benefits or insurance? Like what insurance? Um, it doesn't. I can send you a copy of the benefit guide and, um, there it will show you the, the services that are covered. Or you can call the num- or I can transfer you to the insurance carrier and they'll be able to explain your coverage to you- Okay. ... and with more specific details. Okay. All right. So your cards will be over in just a moment. I have to download them and get them sent to you. Would you like me to be transferred to the insurance company? Yes. All right. Bear with me one moment. Thank you so much for calling. You have a great day. Mm-hmm. Was... Did you have any luck?

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 do I have the pleasure of speaking with?

Speaker speaker_2: Hey, yes, this is Tarika Brown.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Um, I'm trying to get my insurance information. Because I haven't received a card or anything so I'm trying to see what's like my group number and things.

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

Speaker speaker_2: Um, TRIC.

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

Speaker speaker_2: Um, 4646.

Speaker speaker_1: All right. And if you can verify your address and date of birth.

Speaker speaker_2: Um, 8110 Brown Park Lane. Um, February 3rd, 1990.

Speaker speaker_1: Okay. And your city and state?

Speaker speaker_2: Lawrenceville. 30043.

Speaker speaker_1: And the state?

Speaker speaker_2: Lawrenceville, Georgia.

Speaker speaker_1: Okay. And I have your phone number as 453-5452?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And I have your email address as BTarika@yahoo.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Good. And you haven't received any of your cards?

Speaker speaker_2: No, ma'am.

Speaker speaker_1: Okay. No worries. I can definitely get virtual copy sent to you via email. Um... The email's going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder.

Speaker speaker_2: Okay.

Speaker speaker_1: There we go.

Speaker speaker_2: And does it, um, also sh- tell me what all services does it offer and pay for like benefits or insurance? Like what insurance?

Speaker speaker_1: Um, it doesn't. I can send you a copy of the benefit guide and, um, there it will show you the, the services that are covered. Or you can call the num- or I can transfer you to the insurance carrier and they'll be able to explain your coverage to you-

Speaker speaker_2: Okay.

Speaker speaker_1: ... and with more specific details.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. So your cards will be over in just a moment. I have to download them and get them sent to you. Would you like me to be transferred to the insurance company?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. Bear with me one moment. Thank you so much for calling. You have a great day.

Speaker speaker_2: Mm-hmm. Was... Did you have any luck?