

Transcript: Pearl

Rojas-6282606235140096-6322260057571328

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 does the lady speak with? Betty Leak. And how can I assist you? I was calling to make sure that my card is still good to use, before I go to the doctor. Okay, what's the name of the staffing agency you work for? The resource company, but I don't work for them anymore. Well, I'm not gonna say I don't work for 'em. My doctor wrote me out of work on January the 8th of this year because, uh, she said I need to go and do a MRI on my, uh, elbow, and my insurance kicked in on January the 13th. But I just want to make sure because, uh, I'm not... I haven't been working since January the 8th, but I did receive my card through the mail because they took it out for this month, my payment out for this month. So if I didn't- Okay, what are the last four digits of your Social? 1739. Okay, o- and... Give me one moment. And you said your name is Betty Leak. What is the last... What is, uh, your address and date of birth? 3646 South Dale Avenue, Winston-Salem, North Carolina, 27107. My date of birth is 10/10/'71. Okay, and I have your phone number as 336-995-5475. Yes. And I have your email address as bettyleak123@yahoo.com? Yes. All righty. So taking a look here, your coverage is not active. They're actually week-to-week coverages, um, deductions. Okay. And so at the moment, you're not active. Okay, so I couldn't use these cards. Okay. All right, I just wanted to make sure. Okay. Well, thank you. All righty, then. That should be it. Yes, that's good. No problem. There we go. You have a great day. You do as well.

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 does the lady speak with?

Speaker speaker_2: Betty Leak.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: I was calling to make sure that my card is still good to use, before I go to the doctor.

Speaker speaker_1: Okay, what's the name of the staffing agency you work for?

Speaker speaker_2: The resource company, but I don't work for them anymore. Well, I'm not gonna say I don't work for 'em. My doctor wrote me out of work on January the 8th of this year because, uh, she said I need to go and do a MRI on my, uh, elbow, and my insurance kicked in on January the 13th. But I just want to make sure because, uh, I'm not... I haven't been working since January the 8th, but I did receive my card through the mail because they took it out for this month, my payment out for this month. So if I didn't-

Speaker speaker_1: Okay, what are the last four digits of your Social?

Speaker speaker_2: 1739.

Speaker speaker_1: Okay, o- and... Give me one moment. And you said your name is Betty Leak. What is the last... What is, uh, your address and date of birth?

Speaker speaker_2: 3646 South Dale Avenue, Winston-Salem, North Carolina, 27107. My date of birth is 10/10/'71.

Speaker speaker_1: Okay, and I have your phone number as 336-995-5475.

Speaker speaker_2: Yes.

Speaker speaker_1: And I have your email address as bettyleak123@yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: All righty. So taking a look here, your coverage is not active. They're actually week-to-week coverages, um, deductions.

Speaker speaker_2: Okay.

Speaker speaker_1: And so at the moment, you're not active.

Speaker speaker_2: Okay, so I couldn't use these cards. Okay. All right, I just wanted to make sure. Okay. Well, thank you.

Speaker speaker_1: All righty, then.

Speaker speaker_3: That should be it.

Speaker speaker_2: Yes, that's good.

Speaker speaker_1: No problem.

Speaker speaker_2: There we go.

Speaker speaker_1: You have a great day.

Speaker speaker_2: You do as well.