

Transcript: Pearl

Rojas-6289845325447168-6264625411702784

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefit Center Card. My name is Pearl. Who do I have the pleasure of speaking with? David Coston. And how can I assist you, Mr. Coston? Uh, yes, I'm calling to see... I got insurance through my work. I guess it's through y'all? And I, I'm trying to get the, my, um, I don't know, I guess, whatever I would need to go to, to see my primary care doctor. Okay, what's the name of the staff agency you work for? It's T... Hold on. I think it's TRC. Okay. And the last four digits of your Social? 4209. Yes, TRC Talent Solutions. Okay. And if you can verify your address and date of birth for me? 614 Northwest 8th Street, Mineral Wells, Texas 76067. And my birthday is 12-31-85. All righty. Now, I have your phone number as 940-210-4627. Do what? Your phone number, 940-210-4627. Yes, ma'am. And you have email address as DCoston1985@gmail.com? This one. All righty. So your coverage just became active this past Monday. I can take a look to see if there's a virtual copy ready. Um, you should receive the hard copy by the end of the week. Yes, I'm just trying to get some of my prescriptions refilled. Yep. Fair. Just give me one moment. All righty. So it looks like that virtual copy is ready, so I'll go ahead and get us an, uh, copy sent to your email. Is there anything else I can assist you with? Uh, no, ma'am. That was it. Thank you. Thank you so much for calling. You have a great day. You too. Bye-bye.

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 Benefit Center Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_2: David Coston.

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

Speaker speaker_2: Uh, yes, I'm calling to see... I got insurance through my work. I guess it's through y'all? And I, I'm trying to get the, my, um, I don't know, I guess, whatever I would need to go to, to see my primary care doctor.

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

Speaker speaker_2: It's T... Hold on. I think it's TRC.

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

Speaker speaker_2: 4209. Yes, TRC Talent Solutions.

Speaker speaker_1: Okay. And if you can verify your address and date of birth for me?

Speaker speaker_2: 614 Northwest 8th Street, Mineral Wells, Texas 76067. And my birthday is 12-31-85.

Speaker speaker_1: All righty. Now, I have your phone number as 940-210-4627.

Speaker speaker_2: Do what?

Speaker speaker_1: Your phone number, 940-210-4627.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And you have email address as DCoston1985@gmail.com?

Speaker speaker_2: This one.

Speaker speaker_1: All righty. So your coverage just became active this past Monday. I can take a look to see if there's a virtual copy ready. Um, you should receive the hard copy by the end of the week.

Speaker speaker_2: Yes, I'm just trying to get some of my prescriptions refilled.

Speaker speaker_1: Yep. Fair. Just give me one moment. All righty. So it looks like that virtual copy is ready, so I'll go ahead and get us an, uh, copy sent to your email. Is there anything else I can assist you with?

Speaker speaker_2: Uh, no, ma'am. That was it. Thank you.

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

Speaker speaker_2: You too. Bye-bye.