

Transcript: Pearl

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Full Transcript

Tell me more. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Yeah, so this Russell Booker. Are you the one I just talked to? I believe so. Yeah, so what the name of y'all, uh, what the name of this insurance? Um, uh, your, it's a for, um, remind me. Is it medical, dental? Which, for medical you're looking for, your card? The, uh, I look for, for my eye doctor. Uh, they want to know the name of the, the insurance company. Yep, so your, your vision is through Met, MetLife. What is it? MetLife. MetLife? Yes. Met, MetLife. Met, M-E-T Life. M-E-T L-I-F-E Life? Mm-hmm, yes sir. Okay, uh, 'cause, uh, they said they not gonna call y'all in the morning 'cause I, I, uh, they need an ID or something. And, uh, I'm gonna have to call y'all in the morning to make sure they take this, uh, insurance com- company. Um, I can... Hmm, yeah, because the, the, at th- at the moment your cards aren't, um... Let me see. Give me one moment. Let's see here. Give me just one moment. Let me try something. What's the name of the company did you work for? I work for, uh, St. Thomas, uh, 10th through 3rd. Okay, give me one moment. Yeah, 'cause your cards aren't generating yet. Um, yeah, the only thing that we could do is to have, if, if you give them our number, we can verify your coverage for you. It is through MetLife, um, but at the moment there is no policy number or card 'cause they're just generating those at the moment, uh, today started. Okay, when I get there, I can call you tomorrow at 1:00, 'cause my appointment at 1:00. And I'll call you and then you can give them the ID number. We'll be able to verify your coverage for them, and if, and if need be, we can transfer them to the insurance carrier. Mm-hmm. Okay. Okay. All right. So... You have any other questions? That's, that's all. Uh, I'll be giving you a call, ma'am, about 1:00 or quarter to 1:00 tomorrow when I get there. All right. All right, sir. You have a great day. You too. Thank you.

Conversation Format

Speaker speaker_0: Tell me more.

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: Yeah, so this Russell Booker. Are you the one I just talked to?

Speaker speaker_1: I believe so.

Speaker speaker_2: Yeah, so what the name of y'all, uh, what the name of this insurance?

Speaker speaker_1: Um, uh, your, it's a for, um, remind me. Is it medical, dental? Which, for medical you're looking for, your card?

Speaker speaker_2: The, uh, I look for, for my eye doctor. Uh, they want to know the name of the, the insurance company.

Speaker speaker_1: Yep, so your, your vision is through Met, MetLife.

Speaker speaker_2: What is it?

Speaker speaker_1: MetLife.

Speaker speaker_2: MetLife?

Speaker speaker_1: Yes.

Speaker speaker_2: Met, MetLife.

Speaker speaker_1: Met, M-E-T Life.

Speaker speaker_2: M-E-T L-I-F-E Life?

Speaker speaker_1: Mm-hmm, yes sir.

Speaker speaker_2: Okay, uh, 'cause, uh, they said they not gonna call y'all in the morning 'cause I, I, uh, they need an ID or something. And, uh, I'm gonna have to call y'all in the morning to make sure they take this, uh, insurance com- company.

Speaker speaker_1: Um, I can... Hmm, yeah, because the, the, at th- at the moment your cards aren't, um... Let me see. Give me one moment. Let's see here. Give me just one moment. Let me try something. What's the name of the company did you work for?

Speaker speaker_2: I work for, uh, St. Thomas, uh, 10th through 3rd.

Speaker speaker_1: Okay, give me one moment. Yeah, 'cause your cards aren't generating yet. Um, yeah, the only thing that we could do is to have, if, if you give them our number, we can verify your coverage for you. It is through MetLife, um, but at the moment there is no policy number or card 'cause they're just generating those at the moment, uh, today started.

Speaker speaker_2: Okay, when I get there, I can call you tomorrow at 1:00, 'cause my appointment at 1:00. And I'll call you and then you can give them the ID number.

Speaker speaker_1: We'll be able to verify your coverage for them, and if, and if need be, we can transfer them to the insurance carrier. Mm-hmm.

Speaker speaker_2: Okay. Okay. All right. So...

Speaker speaker_1: You have any other questions?

Speaker speaker_2: That's, that's all. Uh, I'll be giving you a call, ma'am, about 1:00 or quarter to 1:00 tomorrow when I get there.

Speaker speaker_1: All right. All righty, sir. You have a great day.

Speaker speaker_2: You too. Thank you.