

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who does the pleasure of speaking with? Heather Banks. And how can I assist you? Uh, yes, I believe I am paying for medical through my work and I have not received any cards yet, so I was calling to see how to get those. Okay. What's the name of the staff agency you work for? Uh, Surge. And the last four digits of your social? 1635. All righty. Give me one moment. Ma'am, you can confirm your address and date of birth for me? 674 Sugar Street, Marion, Ohio 43302, 12/27/1990. All righty. Now your phone number is 419-617-6664? Yes. And I have your email address at heatherbanks19902011@gmail.com? Yes. All righty. So you are currently activated. So medical card is the only one you haven't received? Yes. All right. So that one normally would have went to your email, is probably why you haven't received it. Um, I can go ahead and get you another one sent to your... um, another one sent to your email, if you'd like. Oh, okay. I didn't know it went to my email. Yes. Don't worry. That's the card, um, that card is the one that they automatically send to your email. They don't send those hard copies, but I can definitely get another copy sent to your email for you. Okay. And then, so all I do is print them, print it off? Yep. You can print it off or you can show them, it to them like that on your phone. However they prefer 'cause obviously- Well, see, I, I'm paying for a child. My child does not live with me, so I have to have medical through the court. So my grandma normally likes hard copies. That's why I was kind of confused. Okay. No worries. I can actually get hard copies sent to you if you'd rather have, um, the physical sent. It just takes 7 to 10 days to receive. That is all right. Yes. I would prefer that, please. Okay. I'll go ahead and get those hard copies sent out to you. Um, like I said, it takes 7 to 10 business days. But I'll definitely get them sent to your address. Okay? Perfect. Thank you so much. No problem. Thank you so much for calling. Um, and just so you know, the card, um, so you can let them know, the card is gonna say Employee + Child. He doesn't have a card with his name on it. But once they call, um, to put in the claim and all that, his information will show up. All right. Sounds great. Thank you. Thank you so much for calling. You have a great day. You too. Bye.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who does the pleasure of speaking with?

Speaker speaker_1: Heather Banks.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Uh, yes, I believe I am paying for medical through my work and I have not received any cards yet, so I was calling to see how to get those.

Speaker speaker_0: Okay. What's the name of the staff agency you work for?

Speaker speaker_1: Uh, Surge.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: 1635.

Speaker speaker_0: All righty. Give me one moment. Ma'am, you can confirm your address and date of birth for me?

Speaker speaker_1: 674 Sugar Street, Marion, Ohio 43302, 12/27/1990.

Speaker speaker_0: All righty. Now your phone number is 419-617-6664?

Speaker speaker_1: Yes.

Speaker speaker_0: And I have your email address at heatherbanks19902011@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All righty. So you are currently activated. So medical card is the only one you haven't received?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So that one normally would have went to your email, is probably why you haven't received it. Um, I can go ahead and get you another one sent to your... um, another one sent to your email, if you'd like.

Speaker speaker_1: Oh, okay. I didn't know it went to my email.

Speaker speaker_0: Yes. Don't worry. That's the card, um, that card is the one that they automatically send to your email. They don't send those hard copies, but I can definitely get another copy sent to your email for you.

Speaker speaker_1: Okay. And then, so all I do is print them, print it off?

Speaker speaker_0: Yep. You can print it off or you can show them, it to them like that on your phone. However they prefer 'cause obviously-

Speaker speaker_1: Well, see, I, I'm paying for a child. My child does not live with me, so I have to have medical through the court. So my grandma normally likes hard copies. That's why I was kind of confused.

Speaker speaker_0: Okay. No worries. I can actually get hard copies sent to you if you'd rather have, um, the physical sent. It just takes 7 to 10 days to receive.

Speaker speaker_1: That is all right. Yes. I would prefer that, please.

Speaker speaker_0: Okay. I'll go ahead and get those hard copies sent out to you. Um, like I said, it takes 7 to 10 business days. But I'll definitely get them sent to your address. Okay?

Speaker speaker_1: Perfect. Thank you so much.

Speaker speaker_0: No problem. Thank you so much for calling. Um, and just so you know, the card, um, so you can let them know, the card is gonna say Employee + Child. He doesn't have a card with his name on it. But once they call, um, to put in the claim and all that, his information will show up.

Speaker speaker_1: All right. Sounds great. Thank you.

Speaker speaker_0: Thank you so much for calling. You have a great day.

Speaker speaker_1: You too. Bye.