

Transcript: Pearl

Rojas-6437980625485824-5042942867718144

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl [REDACTED]. Who am I speaking with? Uh, Victoria Boyd. And how can I assist you? Um, yes, I was calling to see, um, if I can get a copy of my, um, insurance card. I never received a copy of my insurance card. Good. What's the name of the staffing agency you work for? Uh, TRC. And the last four digits of your social? 3364. All right. And if you can confirm your address and date of birth. Address is 157 Hill Drive, Saluda, South Carolina 29138. Date of birth is 10-21-1990. Okay. And your phone number is 803-480-1201? Yes, ma'am. And have you emailed us as vboyd31@gmail.com? Yes, ma'am. And you haven't received any of your cards? Uh, I received the dental and vision, but let me be sure. But yeah, I think it's the dental and the vision, but I haven't received the health. Okay. So your medical card would've went to your email, but I can definitely get another copy sent to you. Okay. You can send a copy to my email or s- y- well, I- can I- can you send me both? Like through the email- I can. ... and a physical one? I can. The physical copy will take seven to ten business days to arrive. Um, and that's not counting the holidays, but I can definitely get one sent to you. All right. That's fine. Yes, ma'am. I got the vision and the dental. All righty. Do you have anything else I can assist you with today? Uh, no, ma'am. All right. Thank you so much for calling. You have a great day. You too.

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 Benefits in a Card. My name is Pearl [REDACTED]. Who am I speaking with?

Speaker speaker_2: Uh, Victoria Boyd.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Um, yes, I was calling to see, um, if I can get a copy of my, um, insurance card. I never received a copy of my insurance card.

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

Speaker speaker_2: Uh, TRC.

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

Speaker speaker_2: 3364.

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

Speaker speaker_2: Address is 157 Hill Drive, Saluda, South Carolina 29138. Date of birth is 10-21-1990.

Speaker speaker_1: Okay. And your phone number is 803-480-1201?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And have you emailed us as vboyd31@gmail.com?

Speaker speaker_2: Yes, ma'am.

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

Speaker speaker_2: Uh, I received the dental and vision, but let me be sure. But yeah, I think it's the dental and the vision, but I haven't received the health.

Speaker speaker_1: Okay. So your medical card would've went to your email, but I can definitely get another copy sent to you.

Speaker speaker_2: Okay. You can send a copy to my email or s- y- well, I- can I- can you send me both? Like through the email-

Speaker speaker_1: I can.

Speaker speaker_2: ... and a physical one?

Speaker speaker_1: I can. The physical copy will take seven to ten business days to arrive. Um, and that's not counting the holidays, but I can definitely get one sent to you.

Speaker speaker_2: All right. That's fine. Yes, ma'am. I got the vision and the dental.

Speaker speaker_1: All righty. Do you have anything else I can assist you with today?

Speaker speaker_2: Uh, no, ma'am.

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

Speaker speaker_2: You too.