

Transcript: Pearl

Rojas-6469518005288960-5668708098949120

Full Transcript

Hi. Good morning. Thank you for calling Veterans with a Card. My name is Pearl. Who can I help you speak... who am I speaking with? Um, good morning, Miss Pearl. My name is John Tommy. And how can I assist you? And I'm calling to see if I can get the, um, health insurance policy number so I can file my W-2. It says it's on my W-2, but I been trying to file and I don't know about no health insurance. They keep on asking me for it, so I'm trying to figure out, um, trying to get their policy number. They said call y'all to see if I can get the policy number. Okay. What's the name of this company that you work for? Um, HHS. And the last four digits of your Social? 0795. Okay, and if you could verify your address and date of birth. Is the address 2046 Autumn Meadow Trail, Dallas, Texas? No, sir. Um, 7310 Marvin D. Love Freeway, Dallas, Texas? 75237? Yes, sir. And when did you date of birth? Uh, January 14th, 1999. All righty. And have your phone number as 214-447-2046? Yes. And have you emailed us at johnpthomas1999@gmail.com? Yes. All righty. Um, and you said you wanted your policy number? At the moment, you're not currently enrolled. I, I know that but is there any way you able to give me the numbers so I'm able to file? Because I know I'm not- Like the policy you had last year? Yeah, the policy health insurance number. Give me one moment. See if I can pull up the card. Let's see. All right. Um, 0795. 0795. Yes, so your cards are no longer available on the website. I can transfer you over to the carrier and see if they can provide you with that information. Okay. If we- Okay, bear with me one moment. I'ma transfer you right over. Thank you so much for calling.

Conversation Format

Speaker speaker_0: Hi. Good morning. Thank you for calling Veterans with a Card. My name is Pearl. Who can I help you speak... who am I speaking with?

Speaker speaker_1: Um, good morning, Miss Pearl. My name is John Tommy.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: And I'm calling to see if I can get the, um, health insurance policy number so I can file my W-2. It says it's on my W-2, but I been trying to file and I don't know about no health insurance. They keep on asking me for it, so I'm trying to figure out, um, trying to get their policy number. They said call y'all to see if I can get the policy number.

Speaker speaker_0: Okay. What's the name of this company that you work for?

Speaker speaker_1: Um, HHS.

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

Speaker speaker_1: 0795.

Speaker speaker_0: Okay, and if you could verify your address and date of birth.

Speaker speaker_1: Is the address 2046 Autumn Meadow Trail, Dallas, Texas?

Speaker speaker_0: No, sir.

Speaker speaker_1: Um, 7310 Marvin D. Love Freeway, Dallas, Texas? 75237?

Speaker speaker_0: Yes, sir. And when did you date of birth?

Speaker speaker_1: Uh, January 14th, 1999.

Speaker speaker_0: All righty. And have your phone number as 214-447-2046?

Speaker speaker_1: Yes.

Speaker speaker_0: And have you emailed us at johnpthomas1999@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All righty. Um, and you said you wanted your policy number? At the moment, you're not currently enrolled.

Speaker speaker_1: I, I know that but is there any way you able to give me the numbers so I'm able to file? Because I know I'm not-

Speaker speaker_0: Like the policy you had last year?

Speaker speaker_1: Yeah, the policy health insurance number.

Speaker speaker_0: Give me one moment. See if I can pull up the card. Let's see. All right. Um, 0795. 0795. Yes, so your cards are no longer available on the website. I can transfer you over to the carrier and see if they can provide you with that information.

Speaker speaker_1: Okay. If we-

Speaker speaker_0: Okay, bear with me one moment. I'ma transfer you right over. Thank you so much for calling.