

Transcript: Pearl

Rojas-6511380897382400-5050647823171584

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Uh, my name is Crystal. And how can I assist you? Yes, ma'am. I was calling 'cause today my insurance, um, became effective, and I need to go to either urgent care somewhere, and so they, what if they need my insurance information? They don't have my physical card. What do I do? What would I do? Okay, I can provide you with, um, a copy of your card to your email if you'd like. Yes, ma'am. Please do that. Okay, what's the name of the staffing agency you work for? Um, Third Staffing. Okay, and what are the last four digits of your Social? Um, 3747. Okay, just give me one moment. Okay. Hello? Yes, give me one moment. Okay. And you had 3747, correct? Yes, ma'am. Okay. And what is your address and date of birth? My address is 11600 Georgia Highway 34, Franklin, Georgia 30217. And my birthday is March 11 1991. All right, and I have your phone number as 52256-307-0181. Yes, ma'am. And I have your email address as, um, cpc1749@icloud.com. Yes, ma'am. Okay, so your coverage literally just became active today. I can see if we have a policy number. Um, but I can't guarantee you because they're just starting to create your accounts and stuff today. Okay. Okay, bear with me one moment while I take a look. Do you need help? I got it in the bag. If you don't mind helping. I don't mind. I don't... needed help. All right, Har, I got 'em with me. You're good. Okay. There's some in that mini. I'll get 'em. Well, let me get these cookies. Okay. And then the rest of them. I got... I got broths. I got a ride from a lady at from work. And Haley's not home yet, but... But she's been acting. She can walk home, Pearl. I care. It's been ugly, huh? So unfortunately- Sorry, it was so... No, you're fine. So unfortunately, um, your policy numbers aren't ready yet. I can transfer you over to the insurance carrier and maybe they can, um, verify or at... give you a way to be able to provide you with something, something for your, um, coverage, but at the moment, your policy numbers aren't ready. Okay, but I, but I am covered? Yes, you are active. Oh. Okay, so if I go to a doctor's- I can give you the number to the insurance carrier and you can give them that number and they'll be able to verify. Okay, um, give me one second. Let me write it down. Okay. Okay, that number is- Okay, I'm writing this. That number- ... 800- Yes, ma'am. ... 256- Okay. ... 8606. 8606? Yes. All right, thank you. No problem. Thank you ever so much for calling. Have a good day. Have a good one. Okay, have a great day. Bye.

Conversation Format

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

Speaker speaker_1: Uh, my name is Crystal.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Yes, ma'am. I was calling 'cause today my insurance, um, became effective, and I need to go to either urgent care somewhere, and so they, what if they need my insurance information? They don't have my physical card. What do I do? What would I do?

Speaker speaker_0: Okay, I can provide you with, um, a copy of your card to your email if you'd like.

Speaker speaker_1: Yes, ma'am. Please do that.

Speaker speaker_0: Okay, what's the name of the staffing agency you work for?

Speaker speaker_1: Um, Third Staffing.

Speaker speaker_0: Okay, and what are the last four digits of your Social?

Speaker speaker_1: Um, 3747.

Speaker speaker_2: Okay, just give me one moment.

Speaker speaker_1: Okay. Hello?

Speaker speaker_0: Yes, give me one moment.

Speaker speaker_1: Okay.

Speaker speaker_0: And you had 3747, correct?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And what is your address and date of birth?

Speaker speaker_1: My address is 11600 Georgia Highway 34, Franklin, Georgia 30217. And my birthday is March 11 1991.

Speaker speaker_0: All right, and I have your phone number as 52256-307-0181.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have your email address as, um, cpc1749@icloud.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay, so your coverage literally just became active today. I can see if we have a policy number. Um, but I can't guarantee you because they're just starting to create your accounts and stuff today.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay, bear with me one moment while I take a look.

Speaker speaker_1: Do you need help?

Speaker speaker_2: I got it in the bag. If you don't mind helping.

Speaker speaker_1: I don't mind.

Speaker speaker_2: I don't... needed help.

Speaker speaker_1: All right, Har, I got 'em with me. You're good.

Speaker speaker_2: Okay.

Speaker speaker_1: There's some in that mini. I'll get 'em.

Speaker speaker_2: Well, let me get these cookies.

Speaker speaker_1: Okay.

Speaker speaker_2: And then the rest of them. I got... I got broths.

Speaker speaker_1: I got a ride from a lady at from work. And Haley's not home yet, but... But she's been acting. She can walk home, Pearl. I care. It's been ugly, huh?

Speaker speaker_0: So unfortunately-

Speaker speaker_1: Sorry, it was so...

Speaker speaker_0: No, you're fine. So unfortunately, um, your policy numbers aren't ready yet. I can transfer you over to the insurance carrier and maybe they can, um, verify or at... give you a way to be able to provide you with something, something for your, um, coverage, but at the moment, your policy numbers aren't ready.

Speaker speaker_1: Okay, but I, but I am covered?

Speaker speaker_0: Yes, you are active.

Speaker speaker_2: Oh.

Speaker speaker_1: Okay, so if I go to a doctor's-

Speaker speaker_0: I can give you the number to the insurance carrier and you can give them that number and they'll be able to verify.

Speaker speaker_1: Okay, um, give me one second. Let me write it down. Okay.

Speaker speaker_0: Okay, that number is-

Speaker speaker_1: Okay, I'm writing this. That number-

Speaker speaker_0: ... 800-

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: ... 256-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 8606.

Speaker speaker_1: 8606?

Speaker speaker_0: Yes.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: No problem. Thank you ever so much for calling. Have a good day.

Speaker speaker_2: Have a good one. Okay, have a great day.

Speaker speaker_1: Bye.