

Transcript: Pearl

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Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Hello. This is Jingle Mickovich. I just have some concerns because I don't... I really don't know how to use my be- my call, uh, my Benefits in a Card health insurance, so I really want some, um, information about it, how to use it. Okay. What's the name of the staffing agency you work for? Mancon. And the last four digits of your social? Oh, the last four digits of my social. Oh, no. Okay. Um, bear with me. I'm still looking for it. Oh, I don't have it, I guess. Do you know what plan - You know what plan- Um, I, I have... Yeah, the... My family is with it. I have no clue, really. In order to find your account, I do need the last four digits of your social. If you'd like, you can give us a call back. We're here until 8:00 PM Eastern Standard Time. 8:00 PM? Yes. I, I tried yesterday, but literally no one was available to talk to. Where do you live? In Statesville. What state is that? It's Statesville, it's Statesville, North Carolina. And you called be- you called before 8:00 PM? Yeah, yesterday. 'Cause we are here until 8:00 PM, so, um... Before 8:00 PM, yeah. Mm-hmm. Um- Where can I... What is the, um, the, the health, um, the insurance company? Well, it depends on which plan you have. And just so confused, this is my first he- health insurance here in America. Maybe I'll just call y- uh, I'll just call aga- again later. Okay. Thank you so much. Have a good day. Mm-hmm. You as well. Bye-bye.

Conversation Format

Speaker speaker_0: 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_1: Hello. This is Jingle Mickovich. I just have some concerns because I don't... I really don't know how to use my be- my call, uh, my Benefits in a Card health insurance, so I really want some, um, information about it, how to use it.

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

Speaker speaker_1: Mancon.

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

Speaker speaker_1: Oh, the last four digits of my social. Oh, no. Okay. Um, bear with me. I'm still looking for it. Oh, I don't have it, I guess.

Speaker speaker_0: Do you know what plan -

Speaker speaker_2: You know what plan-

Speaker speaker_1: Um, I, I have... Yeah, the... My family is with it. I have no clue, really.

Speaker speaker_0: In order to find your account, I do need the last four digits of your social. If you'd like, you can give us a call back. We're here until 8:00 PM Eastern Standard Time.

Speaker speaker_1: 8:00 PM?

Speaker speaker_0: Yes.

Speaker speaker_1: I, I tried yesterday, but literally no one was available to talk to.

Speaker speaker_0: Where do you live?

Speaker speaker_1: In Statesville.

Speaker speaker_0: What state is that?

Speaker speaker_1: It's Statesville, it's Statesville, North Carolina.

Speaker speaker_0: And you called be- you called before 8:00 PM?

Speaker speaker_1: Yeah, yesterday.

Speaker speaker_0: 'Cause we are here until 8:00 PM, so, um...

Speaker speaker_1: Before 8:00 PM, yeah.

Speaker speaker_0: Mm-hmm. Um-

Speaker speaker_1: Where can I... What is the, um, the, the health, um, the insurance company?

Speaker speaker_0: Well, it depends on which plan you have.

Speaker speaker_1: And just so confused, this is my first he- health insurance here in America. Maybe I'll just call y- uh, I'll just call aga- again later.

Speaker speaker_0: Okay.

Speaker speaker_1: Thank you so much. Have a good day.

Speaker speaker_0: Mm-hmm. You as well. Bye-bye.