

## Transcript: Pearl

**Rojas-6587453915578368-6264572903997440**

### Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Who am I speaking with? This is, uh, David Enya. And how can I assist you? Yes, um, I wanted to see if I'm... if my... if I'm active. Okay. What do you mean by active? Do you work? Uh, work source. And the last four digits of your Social? Last four? Yes. Uh, six, three, nine, four. All righty. And you said your first name is David, correct? Mm-hmm. All right. And if you can confirm your address and date of birth. Uh, my address is 2490 Woodrun Trail, Apartment 201, Springdale, Arkansas. And your date of birth? It is November 14th, 1993. All right. And I have your phone number as 479-407-1965. Um, that one does not work anymore. Uh, it's the one I'm calling from right now. Uh, it's 479-318-4450. All righty. And I have your email address as K-X-T-O, your last name @gmail.com? Yes. All righty. So taking a look here, it looks like your coverage did become active on the 24th of February. It was active until the 2nd of March but for some reason, um, it is not... it hasn't been active for the last two weeks. Did you stop working with the agency? No, I'm still working through the agency right now. Okay, because for some reason we haven't received deductions for the last two weeks. Oh, what? Oh. Um, can I, um... Well, what's the... what's the provider name for medical? Um, the medical is American Public Life. American Public Life. Have you checked your check stub? What was that? Um, have you checked your check stub to see if the deductions are still being taken out? Um, well, it's because, um, I just recently went back to my old job. Uh... Like I just started again. Um, so were you out any days? Huh? Were you out any days? Or maybe- Uh, for the last... Yeah, for the last, uh, couple weeks. Because your coverage did become active, so there was a deduction but for some reason they stopped. Okay, so... So the ID I ha- I have right now, um, the card I have right now is not active? No. Okay, so if I get a new card, will it be like a different ID number on it or will it be the same one? What do you mean? A different card? A new card? 'Cause I, I just received a card yesterday through the mail. What does the card say? Uh, it has... It has, like, different... Uh, it says medical, pharmacy, vision, providers. Right. That's your preventative health card. Uh, vision, that's what- Yeah, that's your preventative health card. Um. Mm-hmm. That means that card, if deductions begin again, that card will work. You'll be able to use it. But at the moment, it's not active so, um, you, you can't use it. Okay. All right. Um, so I would... Oh, I would get a new card, right? No, if your deductions start again, you won't get a new card. It's... Your, your coverage will just become active. You'll be able to use that when you- Oh. Oh, okay. Yeah, um, uh, what would be my, um... Do you know what... what's the number for my, um, ID? I'm sorry, the number for what? Medical ID or ID number. Um, I can check if there's a policy number for you. Mm-hmm. But like I said, the coverage isn't active, so let me check if there's- Okay. ... a policy number. Yeah, I just wanted to, uh, write it down just in case, um, anything. Okay. If your card did generate, I can actually send you a copy of that card to your email. Um, that way you have it.

Okay. Okay. Is there anything else I can assist you with today? Um, that'll be it. All righty. Thank you so much for calling. You have a great day. All right. You too. Thank you. Bye. Bye.

## Conversation Format

Speaker speaker\_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Who am I speaking with?

Speaker speaker\_1: This is, uh, David Enya.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: Yes, um, I wanted to see if I'm... if my... if I'm active.

Speaker speaker\_0: Okay. What do you mean by active? Do you work?

Speaker speaker\_1: Uh, work source.

Speaker speaker\_0: And the last four digits of your Social?

Speaker speaker\_1: Last four?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Uh, six, three, nine, four.

Speaker speaker\_0: All righty. And you said your first name is David, correct?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: All right. And if you can confirm your address and date of birth.

Speaker speaker\_1: Uh, my address is 2490 Woodrun Trail, Apartment 201, Springdale, Arkansas.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: It is November 14th, 1993.

Speaker speaker\_0: All right. And I have your phone number as 479-407-1965.

Speaker speaker\_1: Um, that one does not work anymore. Uh, it's the one I'm calling from right now. Uh, it's 479-318-4450.

Speaker speaker\_0: All righty. And I have your email address as K-X-T-O, your last name @gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All righty. So taking a look here, it looks like your coverage did become active on the 24th of February. It was active until the 2nd of March but for some reason, um, it is not... it hasn't been active for the last two weeks. Did you stop working with the agency?

Speaker speaker\_1: No, I'm still working through the agency right now.

Speaker speaker\_0: Okay, because for some reason we haven't received deductions for the last two weeks.

Speaker speaker\_1: Oh, what? Oh. Um, can I, um... Well, what's the... what's the provider name for medical?

Speaker speaker\_0: Um, the medical is American Public Life.

Speaker speaker\_1: American Public Life.

Speaker speaker\_0: Have you checked your check stub?

Speaker speaker\_1: What was that?

Speaker speaker\_0: Um, have you checked your check stub to see if the deductions are still being taken out?

Speaker speaker\_1: Um, well, it's because, um, I just recently went back to my old job. Uh... Like I just started again.

Speaker speaker\_0: Um, so were you out any days?

Speaker speaker\_1: Huh?

Speaker speaker\_0: Were you out any days? Or maybe-

Speaker speaker\_1: Uh, for the last... Yeah, for the last, uh, couple weeks.

Speaker speaker\_0: Because your coverage did become active, so there was a deduction but for some reason they stopped.

Speaker speaker\_1: Okay, so... So the ID I ha- I have right now, um, the card I have right now is not active?

Speaker speaker\_0: No.

Speaker speaker\_1: Okay, so if I get a new card, will it be like a different ID number on it or will it be the same one?

Speaker speaker\_0: What do you mean? A different card? A new card?

Speaker speaker\_1: 'Cause I, I just received a card yesterday through the mail.

Speaker speaker\_0: What does the card say?

Speaker speaker\_1: Uh, it has... It has, like, different... Uh, it says medical, pharmacy, vision, providers.

Speaker speaker\_0: Right. That's your preventative health card.

Speaker speaker\_1: Uh, vision, that's what-

Speaker speaker\_0: Yeah, that's your preventative health card. Um.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: That means that card, if deductions begin again, that card will work. You'll be able to use it. But at the moment, it's not active so, um, you, you can't use it.

Speaker speaker\_1: Okay. All right. Um, so I would... Oh, I would get a new card, right?

Speaker speaker\_0: No, if your deductions start again, you won't get a new card. It's... Your, your coverage will just become active. You'll be able to use that when you-

Speaker speaker\_1: Oh. Oh, okay. Yeah, um, uh, what would be my, um... Do you know what... what's the number for my, um, ID?

Speaker speaker\_0: I'm sorry, the number for what?

Speaker speaker\_1: Medical ID or ID number.

Speaker speaker\_0: Um, I can check if there's a policy number for you.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: But like I said, the coverage isn't active, so let me check if there's-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... a policy number.

Speaker speaker\_1: Yeah, I just wanted to, uh, write it down just in case, um, anything.

Speaker speaker\_0: Okay. If your card did generate, I can actually send you a copy of that card to your email. Um, that way you have it.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. Is there anything else I can assist you with today?

Speaker speaker\_1: Um, that'll be it.

Speaker speaker\_0: All righty. Thank you so much for calling. You have a great day.

Speaker speaker\_1: All right. You too. Thank you. Bye.

Speaker speaker\_0: Bye.