

Transcript: Pearl

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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. Who did I, who was I just speaking with? Hi. My name is Terry Lineberry. And how can I assist you? Well, so I received my Benefits in a Card card in the mail and it has information about pharmacy, medical, um, vision, but nothing about my dental. How, how do I figure out what dentist I can go to? Okay, so you received a card and it has all the coverage except for your dental coverage? Yeah. Okay. Mm-hmm. What's the name- And my- ... of the company you did you work for? The company I work for is Creative Circle. Okay, and can you give me your, your last four of your social? 6451. All right. And if you can confirm your address and date of birth. Uh, 502 Cypress Vista, Houston, Texas 77094. 5/7/1960. Okay, and I have your phone number as 281-216-5258. Yeah, that's correct. And I have your email address as Terry Lineberry at gmail.com? That's right. All righty. So what I can do is I can get you, um, a copy of your dental card sent to your email if you'd like, or I can request a physical, a physical would take seven to 10 business days, but if I email you a copy it would be there in just a few moments and it works- Okay. ... just like your physical. That would be perfect. Okay, so this email is gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder. Okay? Okay. Thanks for your help. No problem. Thank you so much for calling. You have a great day. You as well. Bye. Yes. Dental... 6451 Creative Circle.

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. Who did I, who was I just speaking with?

Speaker speaker_2: Hi. My name is Terry Lineberry.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Well, so I received my Benefits in a Card card in the mail and it has information about pharmacy, medical, um, vision, but nothing about my dental. How, how do I figure out what dentist I can go to?

Speaker speaker_1: Okay, so you received a card and it has all the coverage except for your dental coverage?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: What's the name-

Speaker speaker_2: And my-

Speaker speaker_1: ... of the company you did you work for?

Speaker speaker_2: The company I work for is Creative Circle.

Speaker speaker_1: Okay, and can you give me your, your last four of your social?

Speaker speaker_2: 6451.

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

Speaker speaker_2: Uh, 502 Cypress Vista, Houston, Texas 77094. 5/7/1960.

Speaker speaker_1: Okay, and I have your phone number as 281-216-5258.

Speaker speaker_2: Yeah, that's correct.

Speaker speaker_1: And I have your email address as Terry Lineberry at gmail.com?

Speaker speaker_2: That's right.

Speaker speaker_1: All righty. So what I can do is I can get you, um, a copy of your dental card sent to your email if you'd like, or I can request a physical, a physical would take seven to 10 business days, but if I email you a copy it would be there in just a few moments and it works-

Speaker speaker_2: Okay.

Speaker speaker_1: ... just like your physical.

Speaker speaker_2: That would be perfect.

Speaker speaker_1: Okay, so this email is gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder. Okay?

Speaker speaker_2: Okay. Thanks for your help.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_2: You as well. Bye.

Speaker speaker_1: Yes. Dental... 6451 Creative Circle.