

## Transcript: Pearl

**Rojas-6673995201298432-4677532736864256**

### Full Transcript

Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who did I have the pleasure of speaking with? Yes, my name is Nikki Henderson. And how can I assist you? Um, I need to get my insurance cards and, um, who the insurance is actually through, because I have a doctor's appointment tomorrow and I completely forgot about it. I meant to call you all, um, last week to get my... 'cause I have another appointment next month and so I'm gonna need the card, uh, all the insurance information for my medicals. Um, and actually for everything else too, but, um, so that I can present it and put it in my MyChart. Okay. And, and what's the name of the staffing agency you work for? The Resource. And last four digits of your social? 5991. All righty. And if you could verify your address and date of birth. 518 Calum Dale Road, Apartment 209, Greensboro, North Carolina 27406 and 11-17-77. Okay. And that is on Route 336-210-1253? Yes. And I have your email address as Nikki, uh, uh, nikkiahc2@gmail.com? Yeah, nikkiahc2@gmail.com. Yeah, mm-hmm. Okay. Okay, so it looks like your coverage has been active and you just need a copy of all your benefit cards, correct? Yes, please. All righty. I'll go ahead and get those sent to you. It'll be just a couple moments, but they're gonna come from info@benefitsinacard.com. They should go to your inbox. If you don't see them in your inbox, check out your spam or junk folder, okay? Okay. Thank you. No problem. Thank you so much for calling. You have a great day. You too. Bye-bye.

### Conversation Format

Speaker speaker\_0: Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who did I have the pleasure of speaking with?

Speaker speaker\_1: Yes, my name is Nikki Henderson.

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

Speaker speaker\_1: Um, I need to get my insurance cards and, um, who the insurance is actually through, because I have a doctor's appointment tomorrow and I completely forgot about it. I meant to call you all, um, last week to get my... 'cause I have another appointment next month and so I'm gonna need the card, uh, all the insurance information for my medicals. Um, and actually for everything else too, but, um, so that I can present it and put it in my MyChart.

Speaker speaker\_0: Okay. And, and what's the name of the staffing agency you work for?

Speaker speaker\_1: The Resource.

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

Speaker speaker\_1: 5991.

Speaker speaker\_0: All righty. And if you could verify your address and date of birth.

Speaker speaker\_1: 518 Calum Dale Road, Apartment 209, Greensboro, North Carolina 27406 and 11-17-77.

Speaker speaker\_0: Okay. And that is on Route 336-210-1253?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And I have your email address as Nikki, uh, uh, nikkiahc2@gmail.com?

Speaker speaker\_1: Yeah, nikkiahc2@gmail.com. Yeah, mm-hmm.

Speaker speaker\_0: Okay. Okay, so it looks like your coverage has been active and you just need a copy of all your benefit cards, correct?

Speaker speaker\_1: Yes, please.

Speaker speaker\_0: All righty. I'll go ahead and get those sent to you. It'll be just a couple moments, but they're gonna come from info@benefitsinacard.com. They should go to your inbox. If you don't see them in your inbox, check out your spam or junk folder, okay?

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker\_1: You too.

Speaker speaker\_0: Bye-bye.