

Transcript: Pearl

Rojas-6695725371801600-6203573659287552

Full Transcript

Hello. Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who can I identify as speaking with? Aleah. And how can I assist you? Yes, I was calling to get my, um, insurance, um, card. Um, I never received anything in mail, and I was given this number to get that information for my appointment today. Okay. And what's the name of the staff agency you work for? Um, WorkSmart. What are the last four digits of your social? Uh... One second. Zero, two, eight, five. Can you repeat your name for me? Aleah Ford. Okay, then you can just confirm your address and date of birth. Yes. 5/27/1995 and, um, 810 Laurel Meadows Parkway, Greenville, South Carolina. Okay. Now, I have your phone number as 894-9703. Yes. I have your email address as your first name, your last name at yahoo.com? Correct. Okay. So I'm not showing you with active coverage. I don't have you enrolled or have any active coverage at all. Hmm. Okay. When does it show the last time something was in the system for me? Um, the last date of active coverage was April 14th of 2024. Uh, April 14th? Yes. 04... . Okay. Oh. And, um, how much was it number that you saw? Um, you were paying weekly \$16.32. \$16.32? Yes, ma'am. Okay. And what does... What, what did that cover? Preventative services only. Okay. Do y'all have any, like, general medical? Um, WorkSmart does offer medical cov- medical plans, but you have to be within the first 30 days of receiving your first paycheck or during open enrollment to enroll in those plans. Okay. All right. Thank you so much. No problem. Thank you so much for calling in today. Great day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who can I identify as speaking with?

Speaker speaker_0: Aleah.

Speaker speaker_1: And how can I assist you?

Speaker speaker_0: Yes, I was calling to get my, um, insurance, um, card. Um, I never received anything in mail, and I was given this number to get that information for my appointment today.

Speaker speaker_1: Okay. And what's the name of the staff agency you work for?

Speaker speaker_0: Um, WorkSmart.

Speaker speaker_1: What are the last four digits of your social?

Speaker speaker_0: Uh... One second. Zero, two, eight, five.

Speaker speaker_1: Can you repeat your name for me?

Speaker speaker_0: Aleah Ford.

Speaker speaker_1: Okay, then you can just confirm your address and date of birth.

Speaker speaker_0: Yes. 5/27/1995 and, um, 810 Laurel Meadows Parkway, Greenville, South Carolina.

Speaker speaker_1: Okay. Now, I have your phone number as 894-9703.

Speaker speaker_0: Yes.

Speaker speaker_1: I have your email address as your first name, your last name at yahoo.com?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. So I'm not showing you with active coverage. I don't have you enrolled or have any active coverage at all.

Speaker speaker_0: Hmm. Okay. When does it show the last time something was in the system for me?

Speaker speaker_1: Um, the last date of active coverage was April 14th of 2024.

Speaker speaker_0: Uh, April 14th?

Speaker speaker_1: Yes.

Speaker speaker_0: 04... . Okay. Oh. And, um, how much was it number that you saw?

Speaker speaker_1: Um, you were paying weekly \$16.32.

Speaker speaker_0: \$16.32?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And what does... What, what did that cover?

Speaker speaker_1: Preventative services only.

Speaker speaker_0: Okay. Do y'all have any, like, general medical?

Speaker speaker_1: Um, WorkSmart does offer medical cov- medical plans, but you have to be within the first 30 days of receiving your first paycheck or during open enrollment to enroll in those plans.

Speaker speaker_0: Okay. All right. Thank you so much.

Speaker speaker_1: No problem. Thank you so much for calling in today. Great day.

Speaker speaker_0: You too. Bye-bye.