

## Transcript: Pearl

**Rojas-6703747504979968-6142081411235840**

### Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hudon. Who are you speaking with? Uh, Paul McCoy. And how can I assist you? Uh, we did not... I received my dental cards. I did not receive vision cards and I did not receive medical cards yet. Medical were done went to your email, and then vision does take a little longer to receive. Okay, well, on the medical then, they sent... Uh, you might want to resend them because they only sent one to my wife, and that, that was, that, that card was actually dental. So if, if you could resend the medical to, uh, myself and for my wife. So the account is, is in your wife's name or in yours? It's in mine, but somehow they just sent one to my wife an email. Hm. So the med- Let me check my email real quick. Hold on. Yeah, 'cause it would be one card for both you if, um, it would say employee plus spouse coverage. You guys wouldn't receive separate cards. Yeah, that's what ours, uh, for the eye, the ey- the eye does. It does say that, uh, both of us, uh... Uh, let me see. Okay, so yeah, one was the vision ID card that you sent us. And then there's virtual care benefits card. Your new benefit announcement activate your benefits in a card account, and it's, uh, To: Joanna Phelps. McCoy, I'm sorry. What kind of staffing agency work for you? Pardon? What's the name of the staffing agency you work for? I work for Crown Staffing, and somehow they sent the, uh... It says, "New benefits announ- activate your benefits in a card." And then it says, "Dear Joanna McCoy, welcome." Um, so I guess she could open it, but I'm the... What is the last 40 digits of your social? 6176. And can you verify your address and date of birth? My a- date of birth is 10/24/63. My address is 6238 Highway 161, Springfield, Tennessee. Okay. And your phone number is 440-813-6119? Correct. And then your email address? Now, the... Second thing, it's a lowercase pemc9671@yahoo.com. Uh, so you sent me, you sent that through my email, but you sent it in, in Joanna's name for her- And- ... to create a password to sign in. So does she have her own password and sign in? And if that's the case, I didn't get a Benefits In a Card sent to me. Okay, one moment. Oh. Oh. 13. Yeah, get these covers off, then we can do all this now. What? Covers off? Yeah. Get that tail sitting, standing up here. And your viewer sent those cards today? Are you... Pardon? Viewer sent those cards today? Uh, we received the vision cards today. Uh, the email was a while ago. I didn't get a chance to call. I thought they were... I thought cards were coming in the mail. Uh, now, I did go to the doctor the other day and somehow they accessed the information, but I don't actually have it on my phone. What I had on my phone that was sent to me was the, the, uh, dental cards. Not vision cards, dental cards. Well, I've got it on the third of this month that they sent you all three cards, the medical, dental and vision. Um, and I have the email saying, "Hello, Paul." And all three cards are there with employee plus spouse on them. Oh, let me see where that's at then. It should say info@benefitsinacard.com. It says info, me, and it just says, "To: ID card." And it says, "Vision ID, McCoy PDFF." Uh, and there's only one page in the file, so. Well, so there'll be separate PDFs. There should be three

attachments on that email. Okay. When I go and I open it, just bear with me here then. Uh, oh, come on. Okay, it says to activate the account. Uh... Yeah, I don't see the three attachments. Yeah, this is just to Joanna. That's the only one I have. I don't know if the other one didn't get sent to me, or... Let's see. This says, "Dear Joanna McCoy. Welcome to," and, "Activate your account and make a password." So, that's for her, right? It... Yeah, if it has her... If... Well, um, I'm not sure what that email is, 'cause you... The plan that you have, um... I mean, any of the plans, they, they don't need to be activated. Once the deduction starts, they're active. Um, that could... That's possibly for the virtu- virs- virtual urgent care, um. And then if it's her name, then it would be for her to, to sign, to- Oh, virtual care benefits. I see that now. Okay. So I just need her ID card. And I just re-sent your ID cards to you. Okay. All right. So they should be here any minute, then. Mm-hmm. I wonder if they went to, uh... No, they wouldn't have went to spam, 'cause the other one didn't. Um, it could... It's possible that they go to spam or junk. Okay. No, they're not in spam, so... There it is. In for me. Hello, Paul. Okay. There's the eight files on it. Okay. All right, thank you very much. I have the... Let me see that, the ID card loading through you. All righty. Thank you so much for calling. You have a great day. Thank you. You, too.

## Conversation Format

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

Speaker speaker\_1: Uh, Paul McCoy.

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

Speaker speaker\_1: Uh, we did not... I received my dental cards. I did not receive vision cards and I did not receive medical cards yet.

Speaker speaker\_0: Medical were done went to your email, and then vision does take a little longer to receive.

Speaker speaker\_1: Okay, well, on the medical then, they sent... Uh, you might want to resend them because they only sent one to my wife, and that, that was, that, that card was actually dental. So if, if you could resend the medical to, uh, myself and for my wife.

Speaker speaker\_0: So the account is, is in your wife's name or in yours?

Speaker speaker\_1: It's in mine, but somehow they just sent one to my wife an email.

Speaker speaker\_0: Hm. So the med-

Speaker speaker\_1: Let me check my email real quick. Hold on.

Speaker speaker\_0: Yeah, 'cause it would be one card for both you if, um, it would say employee plus spouse coverage. You guys wouldn't receive separate cards.

Speaker speaker\_1: Yeah, that's what ours, uh, for the eye, the ey- the eye does. It does say that, uh, both of us, uh... Uh, let me see. Okay, so yeah, one was the vision ID card that you sent us. And then there's virtual care benefits card. Your new benefit announcement activate your benefits in a card account, and it's, uh, To: Joanna Phelps. McCoy, I'm sorry.

Speaker speaker\_0: What kind of staffing agency work for you?

Speaker speaker\_1: Pardon?

Speaker speaker\_0: What's the name of the staffing agency you work for?

Speaker speaker\_1: I work for Crown Staffing, and somehow they sent the, uh... It says, "New benefits announ- activate your benefits in a card." And then it says, "Dear Joanna McCoy, welcome." Um, so I guess she could open it, but I'm the...

Speaker speaker\_0: What is the last 40 digits of your social?

Speaker speaker\_1: 6176.

Speaker speaker\_0: And can you verify your address and date of birth?

Speaker speaker\_1: My a- date of birth is 10/24/63. My address is 6238 Highway 161, Springfield, Tennessee.

Speaker speaker\_0: Okay. And your phone number is 440-813-6119?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And then your email address?

Speaker speaker\_1: Now, the... Second thing, it's a lowercase pemc9671@yahoo.com. Uh, so you sent me, you sent that through my email, but you sent it in, in Joanna's name for her-

Speaker speaker\_0: And-

Speaker speaker\_1: ... to create a password to sign in. So does she have her own password and sign in? And if that's the case, I didn't get a Benefits In a Card sent to me.

Speaker speaker\_0: Okay, one moment.

Speaker speaker\_2: Oh. Oh. 13.

Speaker speaker\_1: Yeah, get these covers off, then we can do all this now.

Speaker speaker\_2: What? Covers off? Yeah.

Speaker speaker\_1: Get that tail sitting, standing up here.

Speaker speaker\_0: And your viewer sent those cards today?

Speaker speaker\_1: Are you... Pardon?

Speaker speaker\_0: Viewer sent those cards today?

Speaker speaker\_1: Uh, we received the vision cards today. Uh, the email was a while ago. I didn't get a chance to call. I thought they were... I thought cards were coming in the mail. Uh, now, I did go to the doctor the other day and somehow they accessed the information, but I don't actually have it on my phone. What I had on my phone that was sent to me was the, the, uh, dental cards. Not vision cards, dental cards.

Speaker speaker\_0: Well, I've got it on the third of this month that they sent you all three cards, the medical, dental and vision. Um, and I have the email saying, "Hello, Paul." And all three cards are there with employee plus spouse on them.

Speaker speaker\_1: Oh, let me see where that's at then.

Speaker speaker\_0: It should say info@benefitsinacard.com.

Speaker speaker\_1: It says info, me, and it just says, "To: ID card." And it says, "Vision ID, McCoy PDF." Uh, and there's only one page in the file, so.

Speaker speaker\_0: Well, so there'll be separate PDFs. There should be three attachments on that email.

Speaker speaker\_1: Okay. When I go and I open it, just bear with me here then. Uh, oh, come on. Okay, it says to activate the account. Uh... Yeah, I don't see the three attachments. Yeah, this is just to Joanna. That's the only one I have. I don't know if the other one didn't get sent to me, or...

Speaker speaker\_0: Let's see.

Speaker speaker\_1: This says, "Dear Joanna McCoy. Welcome to," and, "Activate your account and make a password." So, that's for her, right?

Speaker speaker\_0: It... Yeah, if it has her... If... Well, um, I'm not sure what that email is, 'cause you... The plan that you have, um... I mean, any of the plans, they, they don't need to be activated. Once the deduction starts, they're active. Um, that could... That's possibly for the virtu- virs- virtual urgent care, um. And then if it's her name, then it would be for her to, to sign, to-

Speaker speaker\_1: Oh, virtual care benefits. I see that now. Okay. So I just need her ID card.

Speaker speaker\_0: And I just re-sent your ID cards to you.

Speaker speaker\_1: Okay. All right. So they should be here any minute, then.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: I wonder if they went to, uh... No, they wouldn't have went to spam, 'cause the other one didn't.

Speaker speaker\_0: Um, it could... It's possible that they go to spam or junk.

Speaker speaker\_1: Okay. No, they're not in spam, so... There it is. In for me. Hello, Paul. Okay. There's the eight files on it. Okay. All right, thank you very much. I have the... Let me see that, the ID card loading through you.

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

Speaker speaker\_1: Thank you. You, too.