

## Transcript: Pearl

**Rojas-6707056078274560-6649628204777472**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Oh, hi. My name is Julie Fleurima. And how can I assist you? Um, I, I... Oh, it's that number. That, that one again driving by. Sorry. Um, I, um, registered for health insurance or I, I don't know. I don't know what, I don't know what the term is for getting health insurance through, through, through Vic. Um, and so I'm trying to get the policy number 'cause I did it on the 2nd of January and they said I should have after the first paycheck or the, the following paycheck. Okay. I can definitely take a look for you. What's the name of the staffing agency you work for? Um, it is Oxford. And the last four digits of your Social? 6852. And what is your name? Julie Fleurima. All righty. Do you need to confirm your address and date of birth? It's 119 Arbor Drive in Providence, Rhode Island 02908. And my date of birth is 7-7-88. All righty. And I have your phone number as 508-649-1275. Yes. And I have your email address as jfleurima@gmail.com. Yeah, my last name F-L-E-U-R-I-M-A. So, yes. It looks like you became active this passing Monday. Um, you should receive your medical card in your email. Let me see if we have a virtual- I did, I did, I did not. Okay. Let me see if we have a virtual copy ready for you in our system to send you. 'Cause I think sometimes people get the, they get the wrong email if they have my name down wrong, but that happens to me a lot. So... Let me see. Let me confirm. It's F-L-E-U-R-I-M-A? That matches Mary, right? Yes. Yeah, @gmail yeah. But it's J, JFleurima, not just Fleuri- Yes. Yeah. Okay. That's weird. I, I didn't get it. Okay. Let me take a look here. We should have a virtual copy by now. Hmm. 'Cause I'm taking my son to for a physical and I'm like, "I don't even have a card." I just checked in the mail. I started freaking out. No worries. It looks like it's ready. Let me... Yep. So it is ready. I'll go ahead and get it sent to you. It's gonna go to in... It's gonna come from info@benefitsinacard.com. It should go to your inbox. Thank you. If you don't have it... If you don't, you don't see it in your inbox, check your spam or junk folder. Info at what? Benefitsinacard.com. Okay. Uh, d- do you have any questions? No, I just wanted to confirm a second to say it... Okay. Uh, I'm gonna look at my spam because if not- Okay. Well, I'm going out. ... I'm gonna ask if it's sp- yeah, the problem is spam. I will let you know right now when I send it to you. Okay. So check. F-L-E-U-R-I-M-A. Okay. So I just sent it to you, so it should arrive any minute now. Okay. I'm gonna take a, I'm gonna keep a lookout in all mailboxes. Uh, and just honestly, if not, can I, um, can I please get the, the in- the, the, the card number? I don't, because I can't find it. Just yet. Yeah, of course. Okay. Um, so I, I need the one for my son, Nathaniel. So it's one card for both of you. It's, um, employee plus child coverage. Okay. Okay. I'm ready. Okay. Your policy number is 02586419. And it's through American Public Life. Okay. All right. Thank you. Mm-hmm. No problem. Thank you so much for calling. You have a great day. All right. Bye.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker\_1: Oh, hi. My name is Julie Fleurima.

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

Speaker speaker\_1: Um, I, I... Oh, it's that number. That, that one again driving by. Sorry. Um, I, um, registered for health insurance or I, I don't know. I don't know what, I don't know what the term is for getting health insurance through, through, through Vic. Um, and so I'm trying to get the policy number 'cause I did it on the 2nd of January and they said I should have after the first paycheck or the, the following paycheck.

Speaker speaker\_0: Okay. I can definitely take a look for you. What's the name of the staffing agency you work for?

Speaker speaker\_1: Um, it is Oxford.

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

Speaker speaker\_1: 6852.

Speaker speaker\_0: And what is your name?

Speaker speaker\_1: Julie Fleurima.

Speaker speaker\_0: All righty. Do you need to confirm your address and date of birth?

Speaker speaker\_1: It's 119 Arbor Drive in Providence, Rhode Island 02908. And my date of birth is 7-7-88.

Speaker speaker\_0: All righty. And I have your phone number as 508-649-1275.

Speaker speaker\_1: Yes.

Speaker speaker\_0: And I have your email address as jfleurima@gmail.com.

Speaker speaker\_1: Yeah, my last name F-L-E-U-R-I-M-A.

Speaker speaker\_0: So, yes. It looks like you became active this passing Monday. Um, you should receive your medical card in your email. Let me see if we have a virtual-

Speaker speaker\_1: I did, I did, I did not.

Speaker speaker\_0: Okay. Let me see if we have a virtual copy ready for you in our system to send you.

Speaker speaker\_1: 'Cause I think sometimes people get the, they get the wrong email if they have my name down wrong, but that happens to me a lot. So...

Speaker speaker\_0: Let me see. Let me confirm. It's F-L-E-U-R-I-M-A?

Speaker speaker\_1: That matches Mary, right?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Yeah, @gmail yeah. But it's J, JFleurima, not just Fleuri-

Speaker speaker\_0: Yes.

Speaker speaker\_1: Yeah. Okay. That's weird. I, I didn't get it.

Speaker speaker\_0: Okay. Let me take a look here. We should have a virtual copy by now.

Speaker speaker\_1: Hmm. 'Cause I'm taking my son to for a physical and I'm like, "I don't even have a card." I just checked in the mail. I started freaking out.

Speaker speaker\_0: No worries. It looks like it's ready. Let me... Yep. So it is ready. I'll go ahead and get it sent to you. It's gonna go to in... It's gonna come from info@benefitsinacard.com. It should go to your inbox.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: If you don't have it... If you don't, you don't see it in your inbox, check your spam or junk folder.

Speaker speaker\_1: Info at what?

Speaker speaker\_0: Benefitsinacard.com.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Uh, d- do you have any questions?

Speaker speaker\_1: No, I just wanted to confirm a second to say it...

Speaker speaker\_0: Okay.

Speaker speaker\_1: Uh, I'm gonna look at my spam because if not-

Speaker speaker\_0: Okay. Well, I'm going out.

Speaker speaker\_1: ... I'm gonna ask if it's sp- yeah, the problem is spam.

Speaker speaker\_0: I will let you know right now when I send it to you.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So check. F-L-E-U-R-I-M-A. Okay. So I just sent it to you, so it should arrive any minute now.

Speaker speaker\_1: Okay. I'm gonna take a, I'm gonna keep a lookout in all mailboxes. Uh, and just honestly, if not, can I, um, can I please get the, the in- the, the, the card number? I don't, because I can't find it. Just yet.

Speaker speaker\_0: Yeah, of course.

Speaker speaker\_1: Okay. Um, so I, I need the one for my son, Nathaniel.

Speaker speaker\_0: So it's one card for both of you. It's, um, employee plus child coverage.

Speaker speaker\_1: Okay. Okay. I'm ready.

Speaker speaker\_0: Okay. Your policy number is 02586419. And it's through American Public Life.

Speaker speaker\_1: Okay. All right. Thank you.

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

Speaker speaker\_1: All right. Bye.