

## Transcript: Pearl

**Rojas-6710830649753600-5794981688557568**

### Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl ... speaking with. Cindy Cervantes. I'm sorry, what was that? Cindy, C-I-N-D-Y, Cervantes, C-E-R-V-A-N-T-E-S. And how can I assist you? Um, yes, I had called earlier because I was having trouble, um, I guess enrolling is a new thing 'cause my husband's work, it's their open enrollment and then they switched over to somebody else or whatever. Um, but they fixed all that, but they said that... I had a, I have a dentist appointment today and she said, "If you have any problems, just," and, "'cause you're not gonna be able to access your thing right away, but we can verify it on our end if they call in." And so they called it and they said that it was inactive. But I don't know if it's because... 'Cause they did use my name, but I don't know if they're supposed to use my husband's name. Yes. So when they call in to verify coverage for you, you're just a dependent on the account. So- Mm-hmm. ... there's not gonna be an account in your name. They're not ... you as a dependent. Oh, okay then I'll go ahead and I'll, I'll call them and let them know 'cause that way I could just reschedule it. Sure. But can I look up his just to make sure that when I do look up his name that it will say active? What is the name, what is the name of the company does he, he works for? Um, what is it again, I'm sorry? Your job? Superior Steel Trade. And the last four digits of your Social? 7313. What's his name? Ricardo Cervantes Jr. And you can confirm his address and date of birth? Sure. It's, um, 421 West 5th Street, uh, Merced, California 95341. Date of birth is 8/3/1984. Okay. Let's take a look here. Yep, you just became active. You just became active today, but you are, you guys are showing active. Let me confirm that you're on the account. Okay. Okay. Yes, I have a Cindy, I have Ricardo, Marivel, Nicolas and Esmeralda. Yes. All right. Okay. Everybody looks good to go and you guys are active. Okay. Thank you so much, ma'am. Really appreciate it. Yeah. No problem. Please don't forget to call in. Have a good day. Okay. Uh-huh. Bye-bye.

### Conversation Format

Speaker speaker\_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl ... speaking with.

Speaker speaker\_1: Cindy Cervantes.

Speaker speaker\_0: I'm sorry, what was that?

Speaker speaker\_1: Cindy, C-I-N-D-Y, Cervantes, C-E-R-V-A-N-T-E-S.

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

Speaker speaker\_1: Um, yes, I had called earlier because I was having trouble, um, I guess enrolling is a new thing 'cause my husband's work, it's their open enrollment and then they switched over to somebody else or whatever. Um, but they fixed all that, but they said that... I had a, I have a dentist appointment today and she said, "If you have any problems, just," and, "'cause you're not gonna be able to access your thing right away, but we can verify it on our end if they call in." And so they called it and they said that it was inactive. But I don't know if it's because... 'Cause they did use my name, but I don't know if they're supposed to use my husband's name.

Speaker speaker\_0: Yes. So when they call in to verify coverage for you, you're just a dependent on the account. So-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... there's not gonna be an account in your name. They're not ... you as a dependent.

Speaker speaker\_1: Oh, okay then I'll go ahead and I'll, I'll call them and let them know 'cause that way I could just reschedule it.

Speaker speaker\_2: Sure.

Speaker speaker\_1: But can I look up his just to make sure that when I do look up his name that it will say active?

Speaker speaker\_0: What is the name, what is the name of the company does he, he works for?

Speaker speaker\_1: Um, what is it again, I'm sorry? Your job? Superior Steel Trade.

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

Speaker speaker\_1: 7313.

Speaker speaker\_0: What's his name?

Speaker speaker\_1: Ricardo Cervantes Jr.

Speaker speaker\_0: And you can confirm his address and date of birth?

Speaker speaker\_1: Sure. It's, um, 421 West 5th Street, uh, Merced, California 95341. Date of birth is 8/3/1984.

Speaker speaker\_0: Okay. Let's take a look here. Yep, you just became active. You just became active today, but you are, you guys are showing active. Let me confirm that you're on the account.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. Yes, I have a Cindy, I have Ricardo, Marivel, Nicolas and Esmeralda.

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Everybody looks good to go and you guys are active.

Speaker speaker\_1: Okay. Thank you so much, ma'am. Really appreciate it. Yeah.

Speaker speaker\_0: No problem. Please don't forget to call in. Have a good day.

Speaker speaker\_1: Okay. Uh-huh. Bye-bye.