

Transcript: Pearl

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Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl Rodel. Who do I have the pleasure of speaking with? Jamaica Johnson. And how can I assist you? Okay. I was calling... I've been paying my insurance to my dental and vision, and I was trying to use it, but last time I called, they ended up giving me... I had a card, but it wasn't active or something like that. And they end up making another one, but they never send the card. Then when I went in my phone 'cause my iCloud were full and I started deleting messages, and I deleted the one that they had sent me with the numbers in the email. And I accidentally deleted it, and I was trying to use it to get me a pair of glasses. Okay. What's the name of the staff agency you work for? Uh, ACC, Around A Clock Home Health. Okay. And the last four digits of your Social? 9760. Give me one moment. All right. And if you can verify your address and date of birth. 141 Lane Drive, Calvert, Alabama 36513. My date of birth is 12/27/86. All righty. And I have your phone number as 251-944-7272. 944... Yes, ma'am. And I have your email address as... Mica Briscoe.jj@gmail.com. Yes, ma'am. Okay. And let's take a look here. So you are active for dental and vision. Do you need both cards or just that dental? Both cards 'cause I never received the dental card, but I received the, um, eye... the eyegla- I mean, the vision card, but it was the wrong number on there. I don't know how they mixed it up. But I had called once before, but I had deleted it. But I need both them cards and I was trying to figure out the number so I could use so I could get me some glasses. 'Cause, baby, I'm a diabetic and these eyes be playing tricks on me. No worries. I totally understand. I wear glasses as well. They go blurry and all. I be like, "Oh, my Lord. That's when my diabetes messing with me." All righty. No worries. I'll definitely get those sent to you. It's gonna come from info@benefitsandacard.com. Okay. They should go to your inbox. If you don't see 'em in your inbox, try that spam or junk folder. And I'll need just a couple moments while I download those and, um, get them sent to you. Okay? Okay. Do you have any other questions? Um, so they're gonna send both of the cards? Yeah, 'cause I never received the, the dental card at all. I received... Like I said, I received the vision card, but it was the wrong one. And I think I still have that card. I need to throw it away so I won't get it mixed up. All righty. No worries. I'll get those both correctly sent to you. Um, and like I said, it's gonna come from info@benefitsandacard.com. Okay? Okay. All righty. Thank you so much for calling in. You have a great day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl Rodel. Who do I have the pleasure of speaking with?

Speaker speaker_1: Jamaica Johnson.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Okay. I was calling... I've been paying my insurance to my dental and vision, and I was trying to use it, but last time I called, they ended up giving me... I had a card, but it wasn't active or something like that. And they end up making another one, but they never send the card. Then when I went in my phone 'cause my iCloud were full and I started deleting messages, and I deleted the one that they had sent me with the numbers in the email. And I accidentally deleted it, and I was trying to use it to get me a pair of glasses.

Speaker speaker_0: Okay. What's the name of the staff agency you work for?

Speaker speaker_1: Uh, ACC, Around A Clock Home Health.

Speaker speaker_0: Okay. And the last four digits of your Social?

Speaker speaker_1: 9760.

Speaker speaker_0: Give me one moment. All right. And if you can verify your address and date of birth.

Speaker speaker_1: 141 Lane Drive, Calvert, Alabama 36513. My date of birth is 12/27/'86.

Speaker speaker_0: All righty. And I have your phone number as 251-944-7272.

Speaker speaker_1: 944... Yes, ma'am.

Speaker speaker_0: And I have your email address as...

Speaker speaker_1: Mica Briscoe.jj@gmail.com.

Speaker speaker_0: Yes, ma'am. Okay. And let's take a look here. So you are active for dental and vision. Do you need both cards or just that dental?

Speaker speaker_1: Both cards 'cause I never received the dental card, but I received the, um, eye... the eyegla- I mean, the vision card, but it was the wrong number on there. I don't know how they mixed it up. But I had called once before, but I had deleted it. But I need both them cards and I was trying to figure out the number so I could use so I could get me some glasses. 'Cause, baby, I'm a diabetic and these eyes be playing tricks on me.

Speaker speaker_0: No worries. I totally understand. I wear glasses as well.

Speaker speaker_1: They go blurry and all. I be like, "Oh, my Lord. That's when my diabetes messing with me."

Speaker speaker_0: All righty. No worries. I'll definitely get those sent to you. It's gonna come from info@benefitsandacard.com.

Speaker speaker_1: Okay.

Speaker speaker_0: They should go to your inbox. If you don't see 'em in your inbox, try that spam or junk folder. And I'll need just a couple moments while I download those and, um, get

them sent to you. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Do you have any other questions?

Speaker speaker_1: Um, so they're gonna send both of the cards? Yeah, 'cause I never received the, the dental card at all. I received... Like I said, I received the vision card, but it was the wrong one. And I think I still have that card. I need to throw it away so I won't get it mixed up.

Speaker speaker_0: All righty. No worries. I'll get those both correctly sent to you. Um, and like I said, it's gonna come from info@benefitsandacard.com. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: All righty. Thank you so much for calling in. You have a great day.

Speaker speaker_1: You too.

Speaker speaker_0: Bye-bye.