Transcript: Pearl Rojas-6726733728497664-6231044305108992

Full Transcript

Hola, buenas tardes. Gracias por llamada Benefits in a Card. Mi nombre es Perla con quién tengo el gusto... Hola, buenas tardes. Uh, English please. Oh, I'm sorry. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who has the pleasure of speaking with? Uh, my name is Lauren Cutmore. And how can I assist you? Um, I have Benefits in a Card, um, I received previously my vision and dental insurance card. But I either misplaced or, or never received the health, uh, health insurance, medical insurance. Could you have another one sent out to me? Um, yeah, I could definitely get one sent out to you. Um, the medical cards typically come in email. They don't get, physicals don't get sent out, so you probably just missed the email, um, for that card. But I could definitely send you copies to your email again. No worry. Okay, that'd be great. What's the name of the staff agency you work for? Creative Circle. Sorry about, I did get that out, I am so sorry. What are the last four digits of your Social? 1142. All righty. And if you can confirm your address and date of birth. Yep. 3 Hill Street, Northfield, New Hampshire and date of birth is 7/12/91. Again, I have your phone number as 603-738-4950. That's correct. I have your email address as LCutmore13@gmail.com. Yep, that's correct. All righty. Let's look here. Yep, you've actually been active for a while. Yeah, I can definitely get that sent to you. It's going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox try that spam or junk folder and it'll be just a couple of moments while I get that downloaded and sent to you, okay? Okay, perfect. Thank you. No problem. Do you have any questions? Nope, that's it. Thanks. Thank you so much for calling. You have a great day. All right, thank you. Bye.

Conversation Format

Speaker speaker_0: Hola, buenas tardes. Gracias por llamada Benefits in a Card. Mi nombre es Perla con quién tengo el gusto... Hola, buenas tardes.

Speaker speaker_1: Uh, English please.

Speaker speaker_0: Oh, I'm sorry. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who has the pleasure of speaking with?

Speaker speaker_1: Uh, my name is Lauren Cutmore.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I have Benefits in a Card, um, I received previously my vision and dental insurance card. But I either misplaced or, or never received the health, uh, health insurance, medical insurance. Could you have another one sent out to me?

Speaker speaker_0: Um, yeah, I could definitely get one sent out to you. Um, the medical cards typically come in email. They don't get, physicals don't get sent out, so you probably just missed the email, um, for that card. But I could definitely send you copies to your email again. No worry.

Speaker speaker_1: Okay, that'd be great.

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

Speaker speaker_1: Creative Circle.

Speaker speaker_0: Sorry about, I did get that out, I am so sorry. What are the last four digits of your Social?

Speaker speaker_1: 1142.

Speaker speaker_0: All righty. And if you can confirm your address and date of birth.

Speaker speaker_1: Yep. 3 Hill Street, Northfield, New Hampshire and date of birth is 7/12/91.

Speaker speaker_0: Again, I have your phone number as 603-738-4950.

Speaker speaker_1: That's correct.

Speaker speaker_0: I have your email address as LCutmore13@gmail.com.

Speaker speaker_1: Yep, that's correct.

Speaker speaker_0: All righty. Let's look here. Yep, you've actually been active for a while. Yeah, I can definitely get that sent to you. It's going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox try that spam or junk folder and it'll be just a couple of moments while I get that downloaded and sent to you, okay?

Speaker speaker_1: Okay, perfect. Thank you.

Speaker speaker_0: No problem. Do you have any questions?

Speaker speaker_1: Nope, that's it. Thanks.

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

Speaker speaker_1: All right, thank you. Bye.