

Transcript: Pearl

Rojas-6041037232586752-5274454289727488

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who do I have the pleasure of speaking with? Hi there, my name is Gerardo. And how can I assist you? Em, I called earlier, amm, to get a copy of my Benefits in a Card, uh, card. And I have not received the email yet. Em, so I log into my medical account and I'm trying to see where can I print a copy of it. Okay. ¿What's the name of the staffing agency you work for? ¿Can you repeat the question? The name of the staffing agency you work for. Oh, I'm sorry. Uh, it's for Oxford. O-X-F-O-R-D, Oxford. Okay. And the last four digits of your Social? 4324. Okay. If you can verify your address and date of birth for me. Yes. It's 2217 Jarvis Drive, Unit A, as in Apple. It's in Greenville, North Carolina, 27858. Oh, and I have... Okay, give me one second actually. So that I went to my primary doctor and they, they cannot see my benefits or that I, that I have a insurance. Amm, so I need to show them the card for my primary doctor visit. Okay. And I have your phone number as 787-404-1673. Yes, correct. Okay, bear with me one moment. Okay. And... Where is it? Give me one moment. I'm gonna send the card to you again. Ok- My computer... Okay. Yes. Okay. If you'd like, go ahead and check your email. All right. Let me check my email. No. Did you send it to my email? Yes. It says jwkcastillo@gmail.com. Yes. So, if you check your- It's in the spam mail. ... your spam email folder. Oh. Oh, there we go. From Pearl Rojas? Yes, yes. All right. Yes. All right. Thank you. Appreciate it. No problem. Thank you so much for calling. You have a great day. Thank you. You too. Bye-bye.

Conversation Format

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who do I have the pleasure of speaking with?

Speaker speaker_0: Hi there, my name is Gerardo.

Speaker speaker_1: And how can I assist you?

Speaker speaker_0: Em, I called earlier, amm, to get a copy of my Benefits in a Card, uh, card. And I have not received the email yet. Em, so I log into my medical account and I'm trying to see where can I print a copy of it.

Speaker speaker_1: Okay. ¿What's the name of the staffing agency you work for?

Speaker speaker_0: ¿Can you repeat the question?

Speaker speaker_1: The name of the staffing agency you work for.

Speaker speaker_0: Oh, I'm sorry. Uh, it's for Oxford. O-X-F-O-R-D, Oxford.

Speaker speaker_1: Okay. And the last four digits of your Social?

Speaker speaker_0: 4324.

Speaker speaker_1: Okay. If you can verify your address and date of birth for me.

Speaker speaker_0: Yes. It's 2217 Jarvis Drive, Unit A, as in Apple. It's in Greenville, North Carolina, 27858.

Speaker speaker_1: Oh, and I have... Okay, give me one second actually.

Speaker speaker_0: So that I went to my primary doctor and they, they cannot see my benefits or that I, that I have a insurance. Amm, so I need to show them the card for my primary doctor visit.

Speaker speaker_1: Okay. And I have your phone number as 787-404-1673.

Speaker speaker_0: Yes, correct.

Speaker speaker_1: Okay, bear with me one moment. Okay. And... Where is it? Give me one moment. I'm gonna send the card to you again.

Speaker speaker_0: Ok-

Speaker speaker_1: My computer... Okay.

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. If you'd like, go ahead and check your email.

Speaker speaker_0: All right. Let me check my email. No. Did you send it to my email?

Speaker speaker_1: Yes. It says jwkcastillo@gmail.com.

Speaker speaker_0: Yes.

Speaker speaker_1: So, if you check your-

Speaker speaker_0: It's in the spam mail.

Speaker speaker_1: ... your spam email folder.

Speaker speaker_0: Oh. Oh, there we go. From Pearl Rojas?

Speaker speaker_1: Yes, yes.

Speaker speaker_0: All right. Yes. All right. Thank you. Appreciate it.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_0: Thank you. You too. Bye-bye.