

Transcript: Pearl

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Full Transcript

Hi, good morning. Thank you for calling Benefit Center Card. My name is Pearl. Who does have the pleasure of speaking with? This is Glenn Stokes. And how can I assist you? Um, I received a, a message that you all sent a email with my ID card and that the email that... haven't received that email yet. Okay. What's the name of this company you work for? Uh, Lingo, Lingo Scott. Lingo, okay. Bear with me one moment. And the last four digits of your Social? 9192. Okay. And if you can confirm your address and date of birth. 330 JL Stuart Road, Bartonsville, Virginia 24112. What date of birth? 10/22/1970. Okay. May I have your phone number as 76340101? Yes. And have you emailed us at glenn with two Ns@sk... stks@gmail.com? Yes. Okay, bear with me one moment. I just need to look and make sure that email was sent correctly. Um, so I have, I have the message that you emailed this morning. Uh, it's been about an hour. Um, did you check for spam or junk folder? I did. Okay, all right. Um, let me get those recent. For a free consultation, call 800-632-9488, 800-632-9488, 800-632-9488. This is Mike from TTSRelief.com. We've got traffic flowing around your neck now. Yeah, I've been there. That's why eBay is my choice. They've got millions of parts to guarantee. I'm talking brake pads that when you first put the theme point through the issue, stop and go, oil filters because I mess around with the engine. If it's got the cold air intake on my watch list, I might just go for it. Ride cool and use DIY street power. Find all the parts you need at prices you know guaranteed to fit every time, guaranteed. Keep cool. Fly. Now let's fly some exclusive supplies. It's Katie Neal. Get ready to rock. The non-stop action packed seven day tour is back. You wanted more, so we're giving you more. Not one, not two, but three epic performances a day, sometimes four if the kids want an afterschool snack. If you want to get- Okay, just bear with me one moment. I'm putting you on a brief hold. That list that will have everyone- Excuse me? ... craving for more. I'm sorry. Bear with me one moment. I'm just putting you on a brief hold. The encore of all ensembles... I'm sorry, I didn't understand what you said. I'm just going to put you on a brief hold. Bear with me one moment. You just can't beat it. Pay some cash or card. Sometimes it feels like the world is moving at hyper speed and we can't keep up because one thing leads to another. When you feel the breeze. In the summer. The heat doesn't feel like much. Not rushing at all. Shop now, go to 50/50.com. 50/50. Go to 50-50.com. 50/50. Visit now. Hello? Thank you so much for holding, Mr. Stokes. Just bear with me one moment, I'm getting that email sent to make sure you do receive it, okay? Okay. Sorry for putting you on hold. Hello? Excuse me. Hold... Go ahead. Hello? Yes? Um, I'm sorry, is there, uh, what other ways, how to... I'm sorry, how am I supposed to, uh, they said call if I wanted a physical copy also? Okay, I can send you them too. And I want it emailed too. Of course. Huh? Of course. I can get those- Yes, I want that 30-30. All righty. I'll go ahead and get the physicals requested. Do you want all three physicals? Yes. All right, I'll get that request sent. That will take seven to seven business days

for those to arrive, um, and we'll... we're getting that email sent right now. It looks like we're having issues with our, with our email at the moment. Just give me one moment. All right. Thank you for holding, Mr. Stokes. We went ahead, go ahead and got that sent to you if you want to check and make sure it arrived. Okay, just a moment. Nothing yet. Yeah. Do you wanna check, um, just to make sure, did it check your junk or spam folder? Okay. It should be coming from info@benefitsdinnercard.com. Not in junk. No, I haven't seen them. I mean, i- it's not been in here. And are you checking your email on the phone that you're using? Yes, I am. Um- It could be that because you're on the phone it's not coming through. Um, if you wanna just give it a couple minutes, we did get them sent. They both should be arriving. Uh, your email is G-L-E-N-N-S-T-K-S @gmail.com? Yes. There's only one phone. Okay. So, it should be coming through in just a couple moments. We did get it sent again. All right. Thank you, and did you do the request for the, uh- The physical? Yes, sir. ... physicals? All right. Thank you. I will check it. No problem. Thank you so much for calling. You have a great day. Mm-hmm.

Conversation Format

Speaker speaker_0: Hi, good morning. Thank you for calling Benefit Center Card. My name is Pearl. Who does have I the pleasure of speaking with?

Speaker speaker_1: This is Glenn Stokes.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I received a, a message that you all sent a email with my ID card and that the email that... haven't received that email yet.

Speaker speaker_0: Okay. What's the name of this company you work for?

Speaker speaker_1: Uh, Lingo, Lingo Scott.

Speaker speaker_0: Lingo, okay. Bear with me one moment. And the last four digits of your Social?

Speaker speaker_1: 9192.

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

Speaker speaker_1: 330 JL Stuart Road, Bartonsville, Virginia 24112.

Speaker speaker_0: What date of birth?

Speaker speaker_1: 10/22/1970.

Speaker speaker_0: Okay. May I have your phone number as 76340101?

Speaker speaker_1: Yes.

Speaker speaker_0: And have you emailed us at glenn with two Ns@sk... stks@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, bear with me one moment. I just need to look and make sure that email was sent correctly. Um, so I have, I have the message that you emailed this morning. Uh, it's been about an hour. Um, did you check for spam or junk folder?

Speaker speaker_1: I did.

Speaker speaker_0: Okay, all right. Um, let me get those recent.

Speaker speaker_2: For a free consultation, call 800-632-9488, 800-632-9488, 800-632-9488. This is Mike from TTSRelief.com. We've got traffic flowing around your neck now. Yeah, I've been there. That's why eBay is my choice. They've got millions of parts to guarantee. I'm talking brake pads that when you first put the theme point through the issue, stop and go, oil filters because I mess around with the engine. If it's got the cold air intake on my watch list, I might just go for it. Ride cool and use DIY street power. Find all the parts you need at prices you know guaranteed to fit every time, guaranteed. Keep cool. Fly. Now let's fly some exclusive supplies.

Speaker speaker_3: It's Katie Neal. Get ready to rock. The non-stop action packed seven day tour is back. You wanted more, so we're giving you more. Not one, not two, but three epic performances a day, sometimes four if the kids want an afterschool snack. If you want to get-

Speaker speaker_0: Okay, just bear with me one moment. I'm putting you on a brief hold.

Speaker speaker_4: That list that will have everyone-

Speaker speaker_1: Excuse me?

Speaker speaker_4: ... craving for more.

Speaker speaker_0: I'm sorry. Bear with me one moment. I'm just putting you on a brief hold.

Speaker speaker_3: The encore of all ensembles...

Speaker speaker_1: I'm sorry, I didn't understand what you said.

Speaker speaker_0: I'm just going to put you on a brief hold. Bear with me one moment.

Speaker speaker_3: You just can't beat it. Pay some cash or card. Sometimes it feels like the world is moving at hyper speed and we can't keep up because one thing leads to another. When you feel the breeze. In the summer. The heat doesn't feel like much. Not rushing at all. Shop now, go to 50/50.com. 50/50. Go to 50-50.com. 50/50. Visit now.

Speaker speaker_1: Hello?

Speaker speaker_0: Thank you so much for holding, Mr. Stokes. Just bear with me one moment, I'm getting that email sent to make sure you do receive it, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Sorry for putting you on hold.

Speaker speaker_1: Hello? Excuse me. Hold...

Speaker speaker_0: Go ahead.

Speaker speaker_1: Hello?

Speaker speaker_0: Yes?

Speaker speaker_1: Um, I'm sorry, is there, uh, what other ways, how to... I'm sorry, how am I supposed to, uh, they said call if I wanted a physical copy also?

Speaker speaker_0: Okay, I can send you them too.

Speaker speaker_5: And I want it emailed too.

Speaker speaker_0: Of course.

Speaker speaker_5: Huh?

Speaker speaker_0: Of course. I can get those-

Speaker speaker_5: Yes, I want that 30-30.

Speaker speaker_0: All righty. I'll go ahead and get the physicals requested. Do you want all three physicals?

Speaker speaker_5: Yes.

Speaker speaker_0: All right, I'll get that request sent. That will take seven to seven business days for those to arrive, um, and we'll... we're getting that email sent right now. It looks like we're having issues with our, with our email at the moment. Just give me one moment.

Speaker speaker_5: All right.

Speaker speaker_0: Thank you for holding, Mr. Stokes. We went ahead, go ahead and got that sent to you if you want to check and make sure it arrived.

Speaker speaker_5: Okay, just a moment. Nothing yet.

Speaker speaker_0: Yeah. Do you wanna check, um, just to make sure, did it check your junk or spam folder?

Speaker speaker_5: Okay.

Speaker speaker_0: It should be coming from info@benefitsdinnercard.com.

Speaker speaker_5: Not in junk. No, I haven't seen them. I mean, i- it's not been in here.

Speaker speaker_0: And are you checking your email on the phone that you're using?

Speaker speaker_5: Yes, I am. Um-

Speaker speaker_0: It could be that because you're on the phone it's not coming through. Um, if you wanna just give it a couple minutes, we did get them sent. They both should be arriving. Uh, your email is G-L-E-N-N-S-T-K-S @gmail.com?

Speaker speaker_5: Yes. There's only one phone.

Speaker speaker_0: Okay. So, it should be coming through in just a couple moments. We did get it sent again.

Speaker speaker_5: All right. Thank you, and did you do the request for the, uh-

Speaker speaker_0: The physical? Yes, sir.

Speaker speaker_5: ... physicals? All right. Thank you. I will check it.

Speaker speaker_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_5: Mm-hmm.