

Transcript: Pearl

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Full Transcript

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who may I know who I'm speaking with? Uh, this is Antoine Arnold. And how can I assist you, Mr. Arnold? All right. How are you doing today? I am great, and yourself? I'm well. And how can I assist you? Oh, I'm sorry. Um, I was trying to, um... I signed up with y'all but I cannot find my card. And I was, um, trying to make sure I was in your system first and trying to see if I could, uh, copy my card, email something. Of course. What's today the staff agency you work for? I'm with MAU. And the last four digits of your Social? It's 7845. All right. And if you can confirm your address and date of birth. It's 112 South University Street, 9-26-1983. And your city and state? Greenwood, South Carolina 29646. Okay. And your phone number is 321-5503. 55... Yes, ma'am. Okay. And I have your email address as antoinearnold83@yahoo.com? Yes, ma'am. That's correct. Okay. Your coverage is active. I have you enrolled in preventive health, dental, term life, and vision. Um, which card are you needing today or did you want all three? Uh, all three, if I could please. Okay. I'll definitely get those sent over to you. Um, the email's going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try a spam or junk folder. And it'll be just a couple moments, uh, I do have to download those cards and get them sent to you. Okay? Okay. Thank you very much. Oh, thank you so much for calling. You have a great day. All right. Thank you. You too. Bye.

Conversation Format

Speaker speaker_0: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who may I know who I'm speaking with?

Speaker speaker_1: Uh, this is Antoine Arnold.

Speaker speaker_0: And how can I assist you, Mr. Arnold?

Speaker speaker_1: All right. How are you doing today?

Speaker speaker_0: I am great, and yourself?

Speaker speaker_1: I'm well.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Oh, I'm sorry. Um, I was trying to, um... I signed up with y'all but I cannot find my card. And I was, um, trying to make sure I was in your system first and trying to see if I could, uh, copy my card, email something.

Speaker speaker_0: Of course. What's today the staff agency you work for?

Speaker speaker_1: I'm with MAU.

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

Speaker speaker_1: It's 7845.

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

Speaker speaker_1: It's 112 South University Street, 9-26-1983.

Speaker speaker_0: And your city and state?

Speaker speaker_1: Greenwood, South Carolina 29646.

Speaker speaker_0: Okay. And your phone number is 321-5503.

Speaker speaker_1: 55... Yes, ma'am.

Speaker speaker_0: Okay. And I have your email address as antoinearnold83@yahoo.com?

Speaker speaker_1: Yes, ma'am. That's correct.

Speaker speaker_0: Okay. Your coverage is active. I have you enrolled in preventive health, dental, term life, and vision. Um, which card are you needing today or did you want all three?

Speaker speaker_1: Uh, all three, if I could please.

Speaker speaker_0: Okay. I'll definitely get those sent over to you. Um, the email's going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try a spam or junk folder. And it'll be just a couple moments, uh, I do have to download those cards and get them sent to you. Okay?

Speaker speaker_1: Okay. Thank you very much.

Speaker speaker_0: Oh, thank you so much for calling. You have a great day.

Speaker speaker_1: All right. Thank you. You too.

Speaker speaker_0: Bye.