

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. What other pleasure should I speak with? This is Zakiya Downs. And how can I assist you? Yes, um, y'all only sent me one card. I'm missing, like, two other cards. Okay, what's the name of the staff agency you work for? Um, MAU. Yeah, and what card are you missing? Um, I'm missing dental. I got the vision card. I'm missing dental. I don't know y'all give out life insurance or not, but I got dental, life, and vision. I got the vision. Vision and then you received your dental card. Okay, what are the last four digits of your social? 9837. And your address and date of birth? 237 Bible Brook Drive, Greenville, South Carolina 29651. And your date of birth? 10/19/1980. Okay, that means your phone number is 864-707-8888. 8888, uh-huh. And I have your email address as charmaines@... Uh-huh. All righty. Let's take a look here. Hm. Okay, I can definitely get a copy of your dental card sent to you via email if you'd like. Oh, that would be perfect. Okay, that email is gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder. Okay. Good. Do you have any questions? Not on this beat, thank you. Thank you so much for calling. You have a great day. All right, bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. What other pleasure should I speak with?

Speaker speaker_2: This is Zakiya Downs.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Yes, um, y'all only sent me one card. I'm missing, like, two other cards.

Speaker speaker_1: Okay, what's the name of the staff agency you work for?

Speaker speaker_2: Um, MAU.

Speaker speaker_1: Yeah, and what card are you missing?

Speaker speaker_2: Um, I'm missing dental. I got the vision card. I'm missing dental. I don't know y'all give out life insurance or not, but I got dental, life, and vision. I got the vision.

Speaker speaker_1: Vision and then you received your dental card. Okay, what are the last four digits of your social?

Speaker speaker_2: 9837.

Speaker speaker_1: And your address and date of birth?

Speaker speaker_2: 237 Bible Brook Drive, Greenville, South Carolina 29651.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 10/19/1980.

Speaker speaker_1: Okay, that means your phone number is 864-707-8888.

Speaker speaker_2: 8888, uh-huh.

Speaker speaker_1: And I have your email address as charmaines@...

Speaker speaker_2: Uh-huh.

Speaker speaker_1: All righty. Let's take a look here. Hm. Okay, I can definitely get a copy of your dental card sent to you via email if you'd like.

Speaker speaker_2: Oh, that would be perfect.

Speaker speaker_1: Okay, that email is gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder.

Speaker speaker_2: Okay.

Speaker speaker_1: Good. Do you have any questions?

Speaker speaker_2: Not on this beat, thank you.

Speaker speaker_1: Thank you so much for calling. You have a great day.

Speaker speaker_2: All right, bye-bye.