

Transcript: Pearl

Rojas-4873797703778304-5701322675798016

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thanks ... in a card. My name is Pearl Luda, who is speaking with? Uh, yeah, this is, uh, Ray Tilon. Um, I just had, uh, got off the phone with, uh, with y'all. Uh, I was supposed to get my, uh, my benefits card, uh, sent to my email, but I never received it. Uh, I was wondering if, if y'all could send it to my other email? Okay. What is the name of the staff agency you work for? Uh, WorkSource. And the last four digits of your social? 5006. All right. And what is that... Um, give me one second. If you can verify your address and date of birth. Uh, 1307 North 35th Street and, uh, 12/14/2000. All righty. And... I'm sorry, repeat your address for me. Uh, 1307 North 35th Street. 79004- And the same state and the same city? Fort Smith, Arkansas. All righty. And I have your em- your phone number as 479-515-7376? Yes. All righty, bear with me one moment. That's good, it needs just one. And what is that email address you want them to be sent to? Uh, it's, um, M-A-R-C-U-S, Marcus, 000, three zeros, 97- Hold on one second. You said, A-M-A-R? M-A-R-C-U-S, 00097@gmail.com. So three zeros instead of two? Yes. And then Gmail. Okay. Give me one moment. All righty, give me one second while I get these parts downloaded. And then we're going to send out my ... and show you received them this time. All righty. So this, the email is going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, check your spam or junk folder. Okay. Okay. Yes, ma'am. Thank you. No problem. Thank you for calling. Have a great day. Thank you. You too. Bye-bye. Bye. Oops. God.

Conversation Format

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

Speaker speaker_1: Hi, good morning. Thanks ... in a card. My name is Pearl Luda, who is speaking with?

Speaker speaker_2: Uh, yeah, this is, uh, Ray Tilon. Um, I just had, uh, got off the phone with, uh, with y'all. Uh, I was supposed to get my, uh, my benefits card, uh, sent to my email, but I never received it. Uh, I was wondering if, if y'all could send it to my other email?

Speaker speaker_1: Okay. What is the name of the staff agency you work for?

Speaker speaker_2: Uh, WorkSource.

Speaker speaker_1: And the last four digits of your social?

Speaker speaker_2: 5006.

Speaker speaker_1: All right. And what is that... Um, give me one second. If you can verify your address and date of birth.

Speaker speaker_2: Uh, 1307 North 35th Street and, uh, 12/14/2000.

Speaker speaker_1: All righty. And... I'm sorry, repeat your address for me.

Speaker speaker_2: Uh, 1307 North 35th Street. 79004-

Speaker speaker_1: And the same state and the same city?

Speaker speaker_2: Fort Smith, Arkansas.

Speaker speaker_1: All righty. And I have your em- your phone number as 479-515-7376?

Speaker speaker_2: Yes.

Speaker speaker_1: All righty, bear with me one moment. That's good, it needs just one. And what is that email address you want them to be sent to?

Speaker speaker_2: Uh, it's, um, M-A-R-C-U-S, Marcus, 000, three zeros, 97-

Speaker speaker_1: Hold on one second. You said, A-M-A-R?

Speaker speaker_2: M-A-R-C-U-S, 00097@gmail.com.

Speaker speaker_1: So three zeros instead of two?

Speaker speaker_2: Yes.

Speaker speaker_1: And then Gmail. Okay. Give me one moment. All righty, give me one second while I get these parts downloaded. And then we're going to send out my ... and show you received them this time. All righty. So this, the email is going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, check your spam or junk folder.

Speaker speaker_2: Okay. Okay. Yes, ma'am. Thank you.

Speaker speaker_1: No problem. Thank you for calling. Have a great day.

Speaker speaker_2: Thank you. You too. Bye-bye.

Speaker speaker_1: Bye.

Speaker speaker_2: Oops. God.