

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who the hell was I just speaking with? Hi, I'm Maybelline. Good morning, how are you? I'm great. How are you? Yes, I'm speaking on behalf, um, I called yesterday on Benefits in a Card. There was a misspell, and I got an, I got a, um, a digital, a digital card, medical card. But the, it was misspelled. Your name is misspelled? Mm-hmm. Okay, what is the name of the staffing agency you work for? Yes, I just wanted to make sure if it was updated and there was no pro, um, possibility that you could, um, email me a digital one back. Okay, what's the name of the staffing agency you work for? Care Builders at Home. And the last, and the last four digits of your social? 8351. All right, and if you can confirm your address and date of birth. 2012 East Cumberland Tree, Philadelphia, PA 19125, apartment three. And your date of birth then? 05-18-1986. Okay, that'd be put under item 267-909-3312? Correct. I have your email address as your, as M-I-E-T-M-E-A-T-H 19@gmail.com? Yes, and also another one you can contact me, is Maybelline, May, M-A-Y-B-E-L-L-I-N-E-M-E-A-T-h@gmail.com. All righty. And you said the, the spelling on your card was wrong? Yeah, and I just wanted to have a confirmation about another card being emailed. It says, the one I got, I don't even know what it... it just says H, Havana Card Healthcare Service. It just says employee ID and med, uh, employee name. And then it was just misspelled, and I just wanted to correct it before it gets, um, mailed an additional. I just wanted the digital and the, the one card in the mail to be corrected before it gets mailed out. Hmm. Hmm. All right, give me one moment. Sorry about that, give you one moment. I'm gonna place you on a brief hold, while I see if they made your card, okay? Okay, thank you. Thank you so much for holding, Miss Meet. So, um, what... Your, was it your first name or your last name spelled wrong? My first name is M-A-Y-B-E-L-L. It was missing a Y. Mm-hmm. I, so the card that I'm looking at has the Y. It says M-A-Y-B-E-L-L-I-N-E. Okay, I just wanted to make sure because I had no confirmation of it being corrected. And I don't have the, um, electric card that she emailed me first. I have nothing that we say that it was, it was, it was corrected. Well, I should... Let's see. So I show that she, that you called, um..... email that you sent me. Um, she said that she corrected. That was the problem, it's corrected. She said she'll email me the digital card. It's just that she never emailed me the digital card. So I'm just waiting for that and so, before I get the card actual now. So usually she says she's gonna, um, email me but I never receive anything else. I know she said she fixed it, but I never got the, the actual email back with, with the correct spelling. And somebody from this office told you that? Either one of them. Again, I- Either- Again, you don't know who told- Either one of what? Either one of who? The person who I just wanted to get... and, and I actually got an, um, email, so I just don't know who's getting what. So I don't know if Florence is going to do it from Trail Builders. You go ahead, Stacy. You wanna forward the record to her? Do you want

to talk to her because she's the one who takes care of this. I think you have her number. I... What, what I'm asking is I'm not understanding who you're speaking of. You said somebody corrected it, they didn't send you an email. Who did you speak with that says they corrected your name that it was wrong? Different people, different, uh, different people. I didn't write the person name, name down but I'm letting you know- Let me see. You have any questions, right, for Trail Builders at home. I can, I could direct you the number to the person from HR because she gives me your num- this number back. And every time it's a different employee and the same way Trail Builders every time I call it's a different person. But if you wanna call them, I can give you the number and extension. I'm not... I, I don't need to speak with Care Builders but I'm just saying- I'm not going to ... But I'm just saying- ... No, Trail Builders is working with you with benefits card. We're not going to go back and forth because they, you guys are working together. You guys are combined together, you guys should be talking to each other over some kind of communication email back and forth. And if she's control, in control of HR, she should be the one contact and back and forth too. I'm just the middle person. So, the reason why I was asking if somebody... who told you that if it was someone here in the office 'cause in our system the spelling and the card has the correct name. So I was just wondering where, why the card that you were sent was incorrect. Or- No, I, you can send, you can... I just want a confirmation and, uh, a card that's sent to my email that is corrected with the correct name. I just want an email confirmation with the actual card. That's- Uh, I will go ahead and send the email with the new- That's- ... with another card- Can you let- ... with the correct spelling. We have it correctly- Can you email- ... in the system. Are you saying right, can you email me this? Of course. Thank you. Is there anything else I can assist you with today? No. No, that's it. I just was waiting for, um, an email to see if it's correct on their part. All right. Thank you so much for calling in. Have a great day. Mm-hmm. All right, it's good-

Conversation Format

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

Speaker speaker_1: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who the hell was I just speaking with?

Speaker speaker_2: Hi, I'm Maybelline. Good morning, how are you?

Speaker speaker_1: I'm great. How are you?

Speaker speaker_2: Yes, I'm speaking on behalf, um, I called yesterday on Benefits in a Card. There was a misspell, and I got an, I got a, um, a digital, a digital card, medical card. But the, it was misspelled.

Speaker speaker_1: Your name is misspelled?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay, what is the name of the staffing agency you work for?

Speaker speaker_2: Yes, I just wanted to make sure if it was updated and there was no pro, um, possibility that you could, um, email me a digital one back.

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

Speaker speaker_2: Care Builders at Home.

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

Speaker speaker_2: 8351.

Speaker speaker_1: All right, and if you can confirm your address and date of birth.

Speaker speaker_2: 2012 East Cumberland Tree, Philadelphia, PA 19125, apartment three.

Speaker speaker_1: And your date of birth then?

Speaker speaker_2: 05-18-1986.

Speaker speaker_1: Okay, that'd be put under item 267-909-3312?

Speaker speaker_2: Correct.

Speaker speaker_1: I have your email address as your, as M-I-E-T-M-E-A-T-H 19@gmail.com?

Speaker speaker_2: Yes, and also another one you can contact me, is Maybelline, May, M-A-Y-B-E-L-L-I-N-E-M-E-A-T-h@gmail.com.

Speaker speaker_1: All righty. And you said the, the spelling on your card was wrong?

Speaker speaker_2: Yeah, and I just wanted to have a confirmation about another card being emailed. It says, the one I got, I don't even know what it... it just says H, Havana Card Healthcare Service. It just says employee ID and med, uh, employee name. And then it was just misspelled, and I just wanted to correct it before it gets, um, mailed an additional. I just wanted the digital and the, the one card in the mail to be corrected before it gets mailed out.

Speaker speaker_1: Hmm. Hmm. All right, give me one moment. Sorry about that, give you one moment. I'm gonna place you on a brief hold, while I see if they made your card, okay?

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: Thank you so much for holding, Miss Meet. So, um, what... Your, was it your first name or your last name spelled wrong?

Speaker speaker_2: My first name is M-A-Y-B-E-L-L. It was missing a Y.

Speaker speaker_1: Mm-hmm. I, so the card that I'm looking at has the Y. It says M-A-Y-B-E-L-L-I-N-E.

Speaker speaker_2: Okay, I just wanted to make sure because I had no confirmation of it being corrected. And I don't have the, um, electric card that she emailed me first. I have nothing that we say that it was, it was, it was corrected.

Speaker speaker_1: Well, I should... Let's see. So I show that she, that you called, um...

Speaker speaker_3: ... email that you sent me.

Speaker speaker_2: Um, she said that she corrected. That was the problem, it's corrected. She said she'll email me the digital card. It's just that she never emailed me the digital card. So I'm just waiting for that and so, before I get the card actual now. So usually she says she's gonna, um, email me but I never receive anything else. I know she said she fixed it, but I never got the, the actual email back with, with the correct spelling.

Speaker speaker_3: And somebody from this office told you that?

Speaker speaker_2: Either one of them. Again, I-

Speaker speaker_3: Either-

Speaker speaker_2: Again, you don't know who told-

Speaker speaker_3: Either one of what? Either one of who?

Speaker speaker_2: The person who I just wanted to get... and, and I actually got an, um, email, so I just don't know who's getting what. So I don't know if Florence is going to do it from Trail Builders. You go ahead, Stacy. You wanna forward the record to her? Do you want to talk to her because she's the one who takes care of this. I think you have her number.

Speaker speaker_3: I... What, what I'm asking is I'm not understanding who you're speaking of. You said somebody corrected it, they didn't send you an email. Who did you speak with that says they corrected your name that it was wrong?

Speaker speaker_2: Different people, different, uh, different people. I didn't write the person name, name down but I'm letting you know-

Speaker speaker_3: Let me see.

Speaker speaker_2: You have any questions, right, for Trail Builders at home. I can, I could direct you the number to the person from HR because she gives me your num- this number back. And every time it's a different employee and the same way Trail Builders every time I call it's a different person. But if you wanna call them, I can give you the number and extension.

Speaker speaker_3: I'm not... I, I don't need to speak with Care Builders but I'm just saying-

Speaker speaker_2: I'm not going to ...

Speaker speaker_3: But I'm just saying-

Speaker speaker_2: ... No, Trail Builders is working with you with benefits card. We're not going to go back and forth because they, you guys are working together. You guys are combined together, you guys should be talking to each other over some kind of communication email back and forth. And if she's control, in control of HR, she should be the one contact and back and forth too. I'm just the middle person.

Speaker speaker_3: So, the reason why I was asking if somebody... who told you that if it was someone here in the office 'cause in our system the spelling and the card has the correct name. So I was just wondering where, why the card that you were sent was incorrect. Or-

Speaker speaker_2: No, I, you can send, you can... I just want a confirmation and, uh, a card that's sent to my email that is corrected with the correct name. I just want an email confirmation with the actual card. That's-

Speaker speaker_3: Uh, I will go ahead and send the email with the new-

Speaker speaker_2: That's-

Speaker speaker_3: ... with another card-

Speaker speaker_2: Can you let-

Speaker speaker_3: ... with the correct spelling. We have it correctly-

Speaker speaker_2: Can you email-

Speaker speaker_3: ... in the system.

Speaker speaker_2: Are you saying right, can you email me this?

Speaker speaker_3: Of course.

Speaker speaker_2: Thank you.

Speaker speaker_3: Is there anything else I can assist you with today?

Speaker speaker_2: No. No, that's it. I just was waiting for, um, an email to see if it's correct on their part.

Speaker speaker_3: All right. Thank you so much for calling in. Have a great day.

Speaker speaker_2: Mm-hmm.

Speaker speaker_3: All right, it's good-