

## Transcript: Pearl

**Rojas-5111275466440704-5496964922130432**

### Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who was I speaking with? Uh, yes, ma'am. My name's Tommy Montgomery. I don't know why I talked to you but, uh... Anyway, I went on there, my activation, activation for my card was successful but it's under my wife's name. How did it get under... She's not the... I'm, I'm the one working, paying for the insurance. She's just on my policy and they won't let me on. So then, you should have received an email for yourself, too. Um, it sends an email for each person on the account. Well- So like... Uh-huh. I can't remember where she has a different email. I mean, she's got a different phone. Did y'all ask for all that? When... I mean, she don't even, she don't even, you know, how to do all that. That's why I was wondering how it got, it got in there under her. I'd go back and look but... Anyway. Thank you.

### Conversation Format

Speaker speaker\_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who was I speaking with?

Speaker speaker\_1: Uh, yes, ma'am. My name's Tommy Montgomery. I don't know why I talked to you but, uh... Anyway, I went on there, my activation, activation for my card was successful but it's under my wife's name. How did it get under... She's not the... I'm, I'm the one working, paying for the insurance. She's just on my policy and they won't let me on.

Speaker speaker\_0: So then, you should have received an email for yourself, too. Um, it sends an email for each person on the account.

Speaker speaker\_1: Well-

Speaker speaker\_0: So like... Uh-huh.

Speaker speaker\_1: I can't remember where she has a different email. I mean, she's got a different phone. Did y'all ask for all that? When... I mean, she don't even, she don't even, you know, how to do all that. That's why I was wondering how it got, it got in there under her. I'd go back and look but... Anyway. Thank you.