

Transcript: Pearl

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Full Transcript

Hi, there. I'm going to ... card. Yeah. My name is Pearl. Who else was you speaking with? Davy Aaron. Hello? Davy Aaron. And how can I assist you? Yes, I need to see if my insurance is kicked in yet, 'cause it's been two weeks now. Okay. What's the name of the staff agency you work for? Vauga. And the last four digits of your social? 2452. And your address and date of birth? 531 Mountain Creek Church Road Northwest, Lot 2A for Apple, Monroe, Georgia 30656. And my date of birth is 6/21/'78. All righty. Now your phone number is 404-268-4989? Yes, ma'am. Any way to know if your coverage is active? Hello? Hello? I hear... I actually can't hear you. I'm sorry about that. What'd you say, ma'am? You're calling to see if your coverage is active? Yes. I need it 'cause they told me it takes 48 hours for me to get my card number so I can use it so I can get my prescriptions. Okay, one moment. Okay, so your medical plan? Yes. Hey, let me go ahead and take a look and see if that card's ready to... bear with me one moment. Uh... Okay. The offer is good for five different medicals... five different medical plans. Okay, your card is ready to be downloaded. I can send this to you via email. It'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, okay? Uh, how long's that gonna take till I'm getting sent to my Gmail account? I have your email as... um, L-E-N-O-I-S... E-Aaron41@gmail.com? Yes, ma'am. All righty. I'll go ahead and get that sent to you. Do you have any questions? You said it'd be in my box? It should go to your inbox. If you don't see it in your inbox, try a spam or junk folder. It'll be just the mo- a couple of minutes before I send it to you. Okay? All right. Cool. Thank you. No problem. Thank you, sir. Was your... great. Thank you for buying.

Conversation Format

Speaker speaker_0: Hi, there. I'm going to ... card.

Speaker speaker_1: Yeah.

Speaker speaker_0: My name is Pearl. Who else was you speaking with?

Speaker speaker_1: Davy Aaron.

Speaker speaker_0: Hello?

Speaker speaker_1: Davy Aaron.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Yes, I need to see if my insurance is kicked in yet, 'cause it's been two weeks now.

Speaker speaker_0: Okay. What's the name of the staff agency you work for?

Speaker speaker_1: Vauga.

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

Speaker speaker_1: 2452.

Speaker speaker_0: And your address and date of birth?

Speaker speaker_1: 531 Mountain Creek Church Road Northwest, Lot 2A for Apple, Monroe, Georgia 30656. And my date of birth is 6/21/78.

Speaker speaker_0: All righty. Now your phone number is 404-268-4989?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Any way to know if your coverage is active? Hello? Hello?

Speaker speaker_1: I hear... I actually can't hear you. I'm sorry about that. What'd you say, ma'am?

Speaker speaker_0: You're calling to see if your coverage is active?

Speaker speaker_1: Yes. I need it 'cause they told me it takes 48 hours for me to get my card number so I can use it so I can get my prescriptions.

Speaker speaker_0: Okay, one moment. Okay, so your medical plan?

Speaker speaker_1: Yes.

Speaker speaker_0: Hey, let me go ahead and take a look and see if that card's ready to... bear with me one moment.

Speaker speaker_1: Uh...

Speaker speaker_2: Okay. The offer is good for five different medicals... five different medical plans.

Speaker speaker_0: Okay, your card is ready to be downloaded. I can send this to you via email. It'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, okay?

Speaker speaker_1: Uh, how long's that gonna take till I'm getting sent to my Gmail account?

Speaker speaker_0: I have your email as... um, L-E-N-O-I-S... E-Aaron41@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All righty. I'll go ahead and get that sent to you. Do you have any questions?

Speaker speaker_1: You said it'd be in my box?

Speaker speaker_0: It should go to your inbox. If you don't see it in your inbox, try a spam or junk folder. It'll be just the mo- a couple of minutes before I send it to you. Okay?

Speaker speaker_1: All right. Cool. Thank you.

Speaker speaker_0: No problem. Thank you, sir. Was your... great.

Speaker speaker_1: Thank you for buying.