

## **Transcript: Pearl**

**Rojas-5276467060195328-6686716325445632**

### **Full Transcript**

Hi, I'm Daisy Gilbert. Your card, my name is Pearl. Who do I have the pleasure of speaking with? Daisy Gilbert. And how can I assist you? I just spoke with someone, and she was supposed to send my, um, cards via email, but I haven't received them. I checked my spam and everything. Okay. Do you remember who it was? I do not. Um, give me one moment. Okay. What's the name of this company you work for? CRC. Okay, and the last four digits of your social? 9023. Okay, can you verify your address and date of birth? 3720 Steve Rhodes Boulevard, Duluth, Georgia 30096, and date of birth was 7/25/80. Okay, and that leave your phone number as 404-664-9121? That is correct. And I have your email address as denisegilbert1017@icloud.com. At iCloud? Yes. Yes. One moment. Thank you. I sent them. Where at? What? Um, I have the email right here that it was sent. You said, "Make sure you check your spam." And it's D-E-N-I-S-E and then Gilbert 1017 at icloud.com? Yes. Mm-hmm. I have a Gmail as well. It's the same thing, just Gmail. Okay, I can try that. Okay, 180 that's sent. Mm-hmm. Okay, thank you. No problem. Thank you so much for calling. You have a great day. You too. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Hi, I'm Daisy Gilbert. Your card, my name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker\_1: Daisy Gilbert.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: I just spoke with someone, and she was supposed to send my, um, cards via email, but I haven't received them. I checked my spam and everything.

Speaker speaker\_0: Okay. Do you remember who it was?

Speaker speaker\_1: I do not.

Speaker speaker\_0: Um, give me one moment.

Speaker speaker\_1: Okay.

Speaker speaker\_0: What's the name of this company you work for?

Speaker speaker\_1: CRC.

Speaker speaker\_0: Okay, and the last four digits of your social?

Speaker speaker\_1: 9023.

Speaker speaker\_0: Okay, can you verify your address and date of birth?

Speaker speaker\_1: 3720 Steve Rhodes Boulevard, Duluth, Georgia 30096, and date of birth was 7/25/80.

Speaker speaker\_0: Okay, and that leave your phone number as 404-664-9121?

Speaker speaker\_1: That is correct.

Speaker speaker\_0: And I have your email address as denisegilbert1017@icloud.com.

Speaker speaker\_1: At iCloud?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Yes.

Speaker speaker\_0: One moment.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: I sent them.

Speaker speaker\_1: Where at? What?

Speaker speaker\_0: Um, I have the email right here that it was sent.

Speaker speaker\_1: You said, "Make sure you check your spam."

Speaker speaker\_0: And it's D-E-N-I-S-E and then Gilbert 1017 at icloud.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: I have a Gmail as well. It's the same thing, just Gmail.

Speaker speaker\_0: Okay, I can try that. Okay, 180 that's sent.

Speaker speaker\_1: Mm-hmm. Okay, thank you.

Speaker speaker\_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker\_1: You too. Bye-bye.