

## Transcript: Pearl

**Rojas-5377796005740544-6565118105665536**

### Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who the hell was I just speaking with? My name's Keith Lancaster. And how can I assist you? Oh, um, I work for MAU, and I'm trying to get me this, um, insurance. But, uh, uh, my, my, my supervisor, he, um, sent, sent you my paperwork in an email. I just want to know did y'all get my information. That's all. So you sent your enrollment form through the email? He sent my enrollment form in an email, yeah. Okay, bear with me one moment. We're just going to be brief hold. Thank you so much for holding, um, Mr. Lancaster. Let me... Give me... I'm gonna place you under the brief hold. I'm gonna reach out to the, the, uh, um, department that handles those emails and see if we have anything. Um. Yeah. If you could just give me one moment. Okay. Um, and you said you're with MAU? Okay, bear with me one moment. Yeah, MAU, yeah. Thank you so much for holding, Mr. Lancaster. And what are the last four digits of your Social? Um, 9273. And your address and date of birth? Um, my birth date is 10/12/1982 and my address is 611 Ridgefield Drive, North Augusta, South Carolina 29841. All righty. And I have your phone number as 613-2012? No, my, my birthday is... My, my, um, telephone number is 619-9835. And I have your email address as klancaster555@... Do you want a copy? Yep. All righty. And did you, um... No, the only... So I'm having them check the, um, the department that, to see if we've received anything. At the moment the only thing we have was from back in 2022, so just bear with me one moment and see, so I can see, um, if we received anything recently, okay? Yeah. Stand by. Oh, actually they just responded here. And they... The staff member you said sent that today, or do you remember when they sent it? Yeah. They sent it today, yeah. And would you happen to know where they sent it? Like, what email they sent it to? Uh, Byron, Byron at... I don't know whether it starts with that. It started with A, that's his last name. He sent the email. Byron. But do you know where he sent it to? Um, I guess send it to, to the faxing... I don't know. I guess he sent it to the... I don't know where he sent it to. Whatever our email is. Okay. Give me one moment. Thank you so much for holding, Mr. Lancaster. So, I did have the department check the normal email we have and also the fax email that we have. And- Yeah. ... um, they don't see anything from a Byron or from an AU, um, or anything with your name on it. Uh, if you can, um, have him resend it and I can give you the, um, fax email. And that way we can make sure that he has the right to resend it. I got his, I got his fax, the faxing email is, is [faxing@benefitsinacard.com](mailto:faxing@benefitsinacard.com). Uh, give me one second to confirm that. Actually that... Mm, I believe that's it, but let me just confirm. Yeah. Yes. So it's [faxing@benefitsinacard.com](mailto:faxing@benefitsinacard.com). So that's like the e- that's the email I can s- I can send this information to? Yes. Or I can give you a pho- the fax phone number that he can send it to as well, um, if you want to try that as well. 855-899-5709? Yes, sir. See, we don't got a faxing machine in here. That's... You know what I'm saying? Okay. We don't got a faxing machine in here. Oh. So you got to email that to him. Yeah, but he just sent it to that email that, faxing. So

it's fax with an I-N-D at the end. Yeah, okay. At ge- at benefitsinacard. Okay. Thank you. No problem. Thank you for calling. Have a good day. All right.

## Conversation Format

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

Speaker speaker\_1: My name's Keith Lancaster.

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

Speaker speaker\_1: Oh, um, I work for MAU, and I'm trying to get me this, um, insurance. But, uh, uh, my, my, my supervisor, he, um, sent, sent you my paperwork in an email. I just want to know did y'all get my information. That's all.

Speaker speaker\_0: So you sent your enrollment form through the email?

Speaker speaker\_1: He sent my enrollment form in an email, yeah.

Speaker speaker\_0: Okay, bear with me one moment. We're just going to be brief hold. Thank you so much for holding, um, Mr. Lancaster. Let me... Give me... I'm gonna place you under the brief hold. I'm gonna reach out to the, the, uh, um, department that handles those emails and see if we have anything. Um.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: If you could just give me one moment.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, and you said you're with MAU? Okay, bear with me one moment.

Speaker speaker\_1: Yeah, MAU, yeah.

Speaker speaker\_0: Thank you so much for holding, Mr. Lancaster. And what are the last four digits of your Social?

Speaker speaker\_2: Um, 9273.

Speaker speaker\_0: And your address and date of birth?

Speaker speaker\_2: Um, my birth date is 10/12/1982 and my address is 611 Ridgefield Drive, North Augusta, South Carolina 29841.

Speaker speaker\_0: All righty. And I have your phone number as 613-2012?

Speaker speaker\_2: No, my, my birthday is... My, my, um, telephone number is 619-9835.

Speaker speaker\_0: And I have your email address as klancaster555@... Do you want a copy?

Speaker speaker\_2: Yep.

Speaker speaker\_0: All righty. And did you, um... No, the only... So I'm having them check the, um, the department that, to see if we've received anything. At the moment the only thing we have was from back in 2022, so just bear with me one moment and see, so I can see, um, if we received anything recently, okay?

Speaker speaker\_2: Yeah.

Speaker speaker\_0: Stand by. Oh, actually they just responded here. And they... The staff member you said sent that today, or do you remember when they sent it?

Speaker speaker\_2: Yeah. They sent it today, yeah.

Speaker speaker\_0: And would you happen to know where they sent it? Like, what email they sent it to?

Speaker speaker\_2: Uh, Byron, Byron at... I don't know whether it starts with that. It started with A, that's his last name. He sent the email. Byron.

Speaker speaker\_0: But do you know where he sent it to?

Speaker speaker\_2: Um, I guess send it to, to the faxing... I don't know. I guess he sent it to the... I don't know where he sent it to. Whatever our email is.

Speaker speaker\_0: Okay. Give me one moment. Thank you so much for holding, Mr. Lancaster. So, I did have the department check the normal email we have and also the fax email that we have. And-

Speaker speaker\_2: Yeah.

Speaker speaker\_0: ... um, they don't see anything from a Byron or from an AU, um, or anything with your name on it. Uh, if you can, um, have him resend it and I can give you the, um, fax email. And that way we can make sure that he has the right to resend it.

Speaker speaker\_2: I got his, I got his fax, the faxing email is, is [faxing@benefitsinacard.com](mailto:faxing@benefitsinacard.com).

Speaker speaker\_0: Uh, give me one second to confirm that. Actually that... Mm, I believe that's it, but let me just confirm.

Speaker speaker\_2: Yeah.

Speaker speaker\_0: Yes. So it's [faxing@benefitsinacard.com](mailto:faxing@benefitsinacard.com).

Speaker speaker\_2: So that's like the e- that's the email I can s- I can send this information to?

Speaker speaker\_0: Yes. Or I can give you a pho- the fax phone number that he can send it to as well, um, if you want to try that as well.

Speaker speaker\_2: 855-899-5709?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_2: See, we don't got a faxing machine in here. That's... You know what I'm saying?

Speaker speaker\_0: Okay.

Speaker speaker\_2: We don't got a faxing machine in here.

Speaker speaker\_3: Oh.

Speaker speaker\_2: So you got to email that to him.

Speaker speaker\_0: Yeah, but he just sent it to that email that, faxing. So it's fax with an I-N-D at the end.

Speaker speaker\_2: Yeah, okay.

Speaker speaker\_0: At ge- at benefitsinacard.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_0: No problem. Thank you for calling. Have a good day.

Speaker speaker\_2: All right.