Transcript: Pearl Rojas-5485721537789952-4700670235557888

Full Transcript

Good morning. Thank you for calling United States Bank. My name is Pearl. Who does it say you're speaking with? Yeah, this is new here. I'm first initial. So my last name is Deelairia. And how can I assist you? I'm checking eligibility and benefits of the member. I'm sorry, what was that? Eligibility and benefits. Eligibility on the member? Okay, what's the member's name? Yeah, the member's name is Charlie Delaira, and the date of birth is November 17th, 2004. I'm sorry, give me one second. You said the last name is Charlie? Yeah, it's actually a first name. Okay, Charlie's the first name. What's the last name? Delaira. Spell that for me. Delta, Echo, Lima, Lima, Alpha, Indiana, Romeo, Alpha. And what's the date of birth? November... 17th of 2004. And then Charlie is C-H-A-R-L-I-E? No, it's C-H-A-R-L-E-S. Charles. Okay. I'm not showing a member with that name. Is this number the policy holder or his dependent? One moment. I'm checking. It's a policy holder. Can you please go through the member ID, if you don't mind? Go ahead. It's- Oh, the member ID won't- It's- The member ID won't work for me. That works for the insurance carrier. Um, let me just repeat the first name back to you. You said C-H-A-R-L-E-S. Last name, D... Give me one second. D-E-L-L-A-I-R-A, right? Yeah. I'm not showing a member with that name. One moment. So it's not possible to check through the number ID? No, man- no, sir. You said the date of birth- But can you- ... is 11/17/2004? Yeah, it's 11/17/2004. I'm not showing a member with that information. One moment. All right. Can you please provide me the call reception number for this one? It's Pearl, P-E-A-R-L, R-O-1-30-25. Sorry, can you just say your name again? P-E-A-R-L- First initial, then last name. R- All right, uh, that's all for today. Thank you so much. Very nice to see you. Have a great day. Bye-bye. You as well. Bye-bye. Yeah.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling United States Bank. My name is Pearl. Who does it say you're speaking with?

Speaker speaker_1: Yeah, this is new here. I'm first initial. So my last name is Deelairia.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: I'm checking eligibility and benefits of the member.

Speaker speaker_0: I'm sorry, what was that?

Speaker speaker_1: Eligibility and benefits.

Speaker speaker_0: Eligibility on the member? Okay, what's the member's name?

Speaker speaker_1: Yeah, the member's name is Charlie Delaira, and the date of birth is November 17th, 2004.

Speaker speaker_0: I'm sorry, give me one second. You said the last name is Charlie?

Speaker speaker_1: Yeah, it's actually a first name.

Speaker speaker_0: Okay, Charlie's the first name. What's the last name?

Speaker speaker_1: Delaira.

Speaker speaker_0: Spell that for me.

Speaker speaker_1: Delta, Echo, Lima, Lima, Alpha, Indiana, Romeo, Alpha.

Speaker speaker_0: And what's the date of birth? November...

Speaker speaker_1: 17th of 2004.

Speaker speaker_0: And then Charlie is C-H-A-R-L-I-E?

Speaker speaker_1: No, it's C-H-A-R-L-E-S.

Speaker speaker_0: Charles. Okay. I'm not showing a member with that name. Is this number the policy holder or his dependent?

Speaker speaker_1: One moment. I'm checking. It's a policy holder. Can you please go through the member ID, if you don't mind?

Speaker speaker_0: Go ahead.

Speaker speaker_1: It's-

Speaker speaker_0: Oh, the member ID won't-

Speaker speaker_1: It's-

Speaker speaker_0: The member ID won't work for me. That works for the insurance carrier. Um, let me just repeat the first name back to you. You said C-H-A-R-L-E-S. Last name, D... Give me one second. D-E-L-L-A-I-R-A, right?

Speaker speaker_1: Yeah.

Speaker speaker_0: I'm not showing a member with that name.

Speaker speaker_1: One moment. So it's not possible to check through the number ID?

Speaker speaker_0: No, man- no, sir. You said the date of birth-

Speaker speaker_1: But can you-

Speaker speaker_0: ... is 11/17/2004?

Speaker speaker_1: Yeah, it's 11/17/2004.

Speaker speaker_0: I'm not showing a member with that information.

Speaker speaker_1: One moment. All right. Can you please provide me the call reception number for this one?

Speaker speaker_0: It's Pearl, P-E-A-R-L, R-O-1-30-25.

Speaker speaker_1: Sorry, can you just say your name again?

Speaker speaker_0: P-E-A-R-L-

Speaker speaker_1: First initial, then last name.

Speaker speaker_0: R-

Speaker speaker_1: All right, uh, that's all for today. Thank you so much. Very nice to see you. Have a great day. Bye-bye.

Speaker speaker_0: You as well. Bye-bye.

Speaker speaker_1: Yeah.