

## Transcript: Pearl

**Rojas-5568857456689152-5872322665955328**

### Full Transcript

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Uh, Freddy Dulcie. And how can I assist you? Uh, how about, about the vi- es- is pay a vision, the vision? You want to pay for your vision? Yeah, the, about the benefits the vision. Okay, what's the name of the staff agency you work for? T- T- TSC. And the last four digits of your social. 2620. Repeat your name for me. 2620. No, repeat your name for me. Oh, Freddy Dulcie. And you said, said you work with TRC? Yes. How long have you worked with them? Freddy Dulcie. How long c- have you worked with TRC? Oh. Uh, September... No, no. Ju- July 5. Yeah, are you sure? You said 2620, right? Yeah. Twos, 3620. 3620? Yeah. And what is your address and date of birth? 2020. Dickenson Police, Dakelak, Georgia. 30019. 3/27/8. Okay, do I have your phone number at 770-983-8209? Yes. Can I have your email address, um, at alfredudul@gmail.com? Yes. Okay, you ha- your coverage is active. Okay. Uh, I need the, the, the ID card for the vision. Okay. I'll send it to your email. It's gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, check your spam or junk folder, okay? Oh, Okay. Uh, I have the, the... Wait, wait a minute. The, the vision. It, it, it, the, they have the, they have the, they, are there any difference? I'm sorry, what? The ID and the, um, I have the, the, the, the card but they, they allowed the ID, is it different? Which are, which, what are different? The, D. I have the ID for the, the, D, D4... Hold on. Where is it? Um, I'm gonna send you a copy of yours. Oh, oh, oh, oh, okay, okay. It's in the, the mail or it is in the, the em- email? Yes, I'm gonna send it to your email. Okay. Do you have any other questions? You, you think it's in the, in the mail? Email. Oh, no email? Um, I can send it to you through the mail, too. Do you want both? Oh, yeah, yeah, yeah, yeah. We're gonna need both, yeah. Okay. Do you have any other questions? Okay, thank you so much. Have a great day. All right, thank you.

### Conversation Format

Speaker speaker\_0: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker\_1: Uh, Freddy Dulcie.

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

Speaker speaker\_1: Uh, how about, about the vi- es- is pay a vision, the vision?

Speaker speaker\_0: You want to pay for your vision?

Speaker speaker\_1: Yeah, the, about the benefits the vision.

Speaker speaker\_0: Okay, what's the name of the staff agency you work for?

Speaker speaker\_1: T- T- TSC.

Speaker speaker\_0: And the last four digits of your social.

Speaker speaker\_1: 2620.

Speaker speaker\_0: Repeat your name for me.

Speaker speaker\_1: 2620.

Speaker speaker\_0: No, repeat your name for me.

Speaker speaker\_1: Oh, Freddy Dulcie.

Speaker speaker\_0: And you said, said you work with TRC?

Speaker speaker\_1: Yes.

Speaker speaker\_0: How long have you worked with them?

Speaker speaker\_1: Freddy Dulcie.

Speaker speaker\_0: How long c- have you worked with TRC?

Speaker speaker\_1: Oh. Uh, September... No, no. Ju- July 5.

Speaker speaker\_0: Yeah, are you sure? You said 2620, right?

Speaker speaker\_1: Yeah. Twos, 3620.

Speaker speaker\_0: 3620?

Speaker speaker\_1: Yeah.

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

Speaker speaker\_1: 2020. Dickenson Police, Dakelak, Georgia. 30019. 3/27/8.

Speaker speaker\_0: Okay, do I have your phone number at 770-983-8209?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Can I have your email address, um, at alfredudul@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, you ha- your coverage is active.

Speaker speaker\_1: Okay. Uh, I need the, the, the ID card for the vision.

Speaker speaker\_0: Okay. I'll send it to your email. It's gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, check your spam or junk folder, okay?

Speaker speaker\_1: Oh, Okay. Uh, I have the, the... Wait, wait a minute. The, the vision. It, it, it, the, they have the, they have the, they, are there any difference?

Speaker speaker\_0: I'm sorry, what?

Speaker speaker\_1: The ID and the, um, I have the, the, the, the card but they, they allowed the ID, is it different?

Speaker speaker\_0: Which are, which, what are different?

Speaker speaker\_1: The, D. I have the ID for the, the, D, D4... Hold on. Where is it?

Speaker speaker\_0: Um, I'm gonna send you a copy of yours.

Speaker speaker\_1: Oh, oh, oh, oh, okay, okay. It's in the, the mail or it is in the, the email?

Speaker speaker\_0: Yes, I'm gonna send it to your email.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Do you have any other questions?

Speaker speaker\_1: You, you think it's in the, in the mail?

Speaker speaker\_0: Email.

Speaker speaker\_1: Oh, no email?

Speaker speaker\_0: Um, I can send it to you through the mail, too. Do you want both?

Speaker speaker\_1: Oh, yeah, yeah, yeah, yeah. We're gonna need both, yeah.

Speaker speaker\_0: Okay. Do you have any other questions?

Speaker speaker\_1: Okay, thank you so much.

Speaker speaker\_0: Have a great day.

Speaker speaker\_1: All right, thank you.