

## **Transcript: Pearl**

**Rojas-5677919173656576-5049741350584320**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefits in a Card. My name is Pearl Who am I speaking with? Hi, this is Dafon Gumu. Good morning. Can I assist you? All right. Sorry, can you hear me? Yes. Yeah, I'm calling to see if I was, uh, uh, I didn't receive a card for my medical insurance, so I was wondering if, if, um, you guys could send over, a card over to me. Okay. What's the name of the staffing agency you work for? Um, my name is Dafon Gumu. Sorry. The name of the staffing agency. Oh, sorry, can you repeat that? I'm sorry. I'm having issues, um- The name of the staffing agency you work for? The name of the staff? The staffing agency. Oh, the staff, okay, oh, sorry. Um, Global, Oxbow Global Resources. And the, and the last four digits of your social? Um, 1036. Okay. If you can confirm your address and date of birth? Uh, address 19703 West George Drive, Germantown, Maryland 20874, 19473, rather. Um, uh, date of birth February 11th, 1991. Okay. Have your phone number as 243-386-9171? Yes, I have. All right. And you just didn't receive your medical card? Yeah, I got my, uh, my dental and vision, but, um, I didn't get the medical one, the health one, um. That card was sent to your email. Oh, am I supposed to get one? Oh, it was sent to my email already? It would... Yeah, it would have been sent to your email. Sent to my mail, okay. But I can send you another one so that you don't have to go looking for it. I have your email address as... What else did you guys send? Go ahead. You guys don't send a physical card? No, sir. Those, that company only sends out, um, virtuals at the beginning. You can request a physical be sent after you're active, but, um, they originally send out virtual copies. Okay, gotcha. Okay. Yeah. And then I have your email address as S, your last name, @gmail.com? Yes, sounds, sounds good. Yep. All righty. I went ahead and got that sent to you, so it should be in your inbox, should be in your inbox, try not the spam or junk folder. Okay. Thank you. No problem. Thank you so much for calling. You have a great day. You too. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Good morning. Thank you for calling Benefits in a Card. My name is Pearl Who am I speaking with?

Speaker speaker\_2: Hi, this is Dafon Gumu. Good morning.

Speaker speaker\_1: Can I assist you?

Speaker speaker\_2: All right. Sorry, can you hear me?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Yeah, I'm calling to see if I was, uh, uh, I didn't receive a card for my medical insurance, so I was wondering if, if, um, you guys could send over, a card over to me.

Speaker speaker\_1: Okay. What's the name of the staffing agency you work for?

Speaker speaker\_2: Um, my name is Dafon Gumu. Sorry.

Speaker speaker\_1: The name of the staffing agency.

Speaker speaker\_2: Oh, sorry, can you repeat that? I'm sorry. I'm having issues, um-

Speaker speaker\_1: The name of the staffing agency you work for?

Speaker speaker\_2: The name of the staff?

Speaker speaker\_1: The staffing agency.

Speaker speaker\_2: Oh, the staff, okay, oh, sorry. Um, Global, Oxbow Global Resources.

Speaker speaker\_1: And the, and the last four digits of your social?

Speaker speaker\_2: Um, 1036.

Speaker speaker\_1: Okay. If you can confirm your address and date of birth?

Speaker speaker\_2: Uh, address 19703 West George Drive, Germantown, Maryland 20874, 19473, rather. Um, uh, date of birth February 11th, 1991.

Speaker speaker\_1: Okay. Have your phone number as 243-386-9171?

Speaker speaker\_2: Yes, I have.

Speaker speaker\_1: All right. And you just didn't receive your medical card?

Speaker speaker\_2: Yeah, I got my, uh, my dental and vision, but, um, I didn't get the medical one, the health one, um.

Speaker speaker\_1: That card was sent to your email.

Speaker speaker\_2: Oh, am I supposed to get one? Oh, it was sent to my email already?

Speaker speaker\_1: It would... Yeah, it would have been sent to your email.

Speaker speaker\_2: Sent to my mail, okay.

Speaker speaker\_1: But I can send you another one so that you don't have to go looking for it. I have your email address as...

Speaker speaker\_2: What else did you guys send?

Speaker speaker\_1: Go ahead.

Speaker speaker\_2: You guys don't send a physical card?

Speaker speaker\_1: No, sir. Those, that company only sends out, um, virtuals at the beginning. You can request a physical be sent after you're active, but, um, they originally send out virtual copies.

Speaker speaker\_2: Okay, gotcha. Okay. Yeah.

Speaker speaker\_1: And then I have your email address as S, your last name, @gmail.com?

Speaker speaker\_2: Yes, sounds, sounds good. Yep.

Speaker speaker\_1: All righty. I went ahead and got that sent to you, so it should be in your inbox, should be in your inbox, try not the spam or junk folder.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker\_2: You too. Bye.