

## Transcript: Pearl

**Rojas-5715657688563712-6379596550193152**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, can I get ... card? My name is Pearl Hoodles. Who are you speaking with? Let's see. It's Ms. Nelson. Now, can I assist you, Ms. Nelson? Um, I was calling to see if I could be emailed my insurance information. Okay. What's the name of the staff agency you work for? Let me see. It is BGSL. And the last four digits of your social? 1971. All righty, and can you provide your address and date of birth? My address is 1800 Crabtree Road, Apartment 603, Tuscaloosa, Alabama 35405, and my date of birth is 10/05/1999. All righty. And I have your phone number as, um, 205... Um, I'm missing a number. I have 205-454-081-... What's that last number? 106. Six? Okay. And I have your email address as smithtia7-... I'm sorry. Smithtia736@gmail.com? Yes, ma'am. All right. And then you said you need a copy of your, your cards. Did you want all three of them sent to you virtually? Yes, ma'am. All righty. I can definitely get that done for you, but the cards will be coming from an email called info@patinacard.com. It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder. Okay? Yes, ma'am. Thank you. No problem. Thank you so much for calling. Have a good day. You too. Bye-bye.

### Conversation Format

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

Speaker speaker\_1: Hi, can I get ... card? My name is Pearl Hoodles. Who are you speaking with?

Speaker speaker\_2: Let's see. It's Ms. Nelson.

Speaker speaker\_1: Now, can I assist you, Ms. Nelson?

Speaker speaker\_2: Um, I was calling to see if I could be emailed my insurance information.

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

Speaker speaker\_2: Let me see. It is BGSL.

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

Speaker speaker\_2: 1971.

Speaker speaker\_1: All righty, and can you provide your address and date of birth?

Speaker speaker\_2: My address is 1800 Crabtree Road, Apartment 603, Tuscaloosa, Alabama 35405, and my date of birth is 10/05/1999.

Speaker speaker\_1: All righty. And I have your phone number as, um, 205... Um, I'm missing a number. I have 205-454-081-... What's that last number?

Speaker speaker\_2: 106.

Speaker speaker\_1: Six? Okay. And I have your email address as smithtia7-... I'm sorry. Smithtia736@gmail.com?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: All right. And then you said you need a copy of your, your cards. Did you want all three of them sent to you virtually?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: All righty. I can definitely get that done for you, but the cards will be coming from an email called info@patinacard.com. It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder. Okay?

Speaker speaker\_2: Yes, ma'am. Thank you.

Speaker speaker\_1: No problem. Thank you so much for calling. Have a good day.

Speaker speaker\_2: You too.

Speaker speaker\_1: Bye-bye.