

## Transcript: Pearl

**Rojas-5863488700465152-4545762568617984**

### Full Transcript

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. So who is the pleasure of speaking with? Uh, yes, Brandon Richardson. And how can I assist you? Um, I'm trying to get my, uh, benefits card information, I guess. Um, I haven't received my card yet. It's been a while. I, I enrolled a month ago, I believe. Okay. What's the name of this company you work for? Uh, Oxford. And the last four digits of your social? 2-0-6-2. All right. And if you can confirm your address and date of birth. Uh, date of birth is 6/29/1990. And address is 501 South 4th Street, Smithfield, North Carolina. All righty. And I have your phone number as 919-796-8740. Yep. I have your email address as brrichard3@gmail.com? Mm-hmm, yep. All righty. So I'm gonna look here. You did become active this passing Monday. You haven't received any of your cards yet? No, nothing yet. Okay. No worries. I can definitely see if we have virtual copies for you ready. Um, bear with me one moment. I'm going to place you in a brief hold while I take a look and I'll be right back with you. Okay. Thank you so much for holding, Mr. Richardson. So your cards are ready to be downloaded and I can send them to you virtually. Okay. That, uh, that works for me. Okay. It's going to come from info@benefitsinacard.com. They should go to your inbox. If you don't see them in your inbox, try that junk or spam folder and it'll be just a couple of moments while I get them all downloaded and sent to you. Okay. Sounds good. Do you have any questions? Uh, nope. This will be everything. All right. Thank you so much for calling. You have a great day. Thank you. You too.

### Conversation Format

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

Speaker speaker\_1: Uh, yes, Brandon Richardson.

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

Speaker speaker\_1: Um, I'm trying to get my, uh, benefits card information, I guess. Um, I haven't received my card yet. It's been a while. I, I enrolled a month ago, I believe.

Speaker speaker\_0: Okay. What's the name of this company you work for?

Speaker speaker\_1: Uh, Oxford.

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

Speaker speaker\_1: 2-0-6-2.

Speaker speaker\_0: All right. And if you can confirm your address and date of birth.

Speaker speaker\_1: Uh, date of birth is 6/29/1990. And address is 501 South 4th Street, Smithfield, North Carolina.

Speaker speaker\_0: All righty. And I have your phone number as 919-796-8740.

Speaker speaker\_1: Yep.

Speaker speaker\_0: I have your email address as brrichard3@gmail.com?

Speaker speaker\_1: Mm-hmm, yep.

Speaker speaker\_0: All righty. So I'm gonna look here. You did become active this passing Monday. You haven't received any of your cards yet?

Speaker speaker\_1: No, nothing yet.

Speaker speaker\_0: Okay. No worries. I can definitely see if we have virtual copies for you ready. Um, bear with me one moment. I'm going to place you in a brief hold while I take a look and I'll be right back with you.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Thank you so much for holding, Mr. Richardson. So your cards are ready to be downloaded and I can send them to you virtually.

Speaker speaker\_1: Okay. That, uh, that works for me.

Speaker speaker\_0: Okay. It's going to come from info@benefitsinacard.com. They should go to your inbox. If you don't see them in your inbox, try that junk or spam folder and it'll be just a couple of moments while I get them all downloaded and sent to you.

Speaker speaker\_1: Okay. Sounds good.

Speaker speaker\_0: Do you have any questions?

Speaker speaker\_1: Uh, nope. This will be everything.

Speaker speaker\_0: All right. Thank you so much for calling. You have a great day.

Speaker speaker\_1: Thank you. You too.