

Transcript: Pearl

Rojas-5872693142929408-6589894900629504

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl f██████. Who am I speaking with? Curtis, Curtis Babbit. And how could I assist you? Um, I got a call from Ty yesterday about my, uh, my claim with my accident report. I'm sorry. From who? Ty? Yeah. Ty. Um, we don't have a Ty in the office. Are you trying to get a hold of the insurance carrier? Uh, might have the wrong number. I am... I'm sorry. Are you Progressive? We are not. Oh, okay. Wrong number. Wrong number. Sorry about that. Have a good one. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl f██████. Who am I speaking with?

Speaker speaker_2: Curtis, Curtis Babbit.

Speaker speaker_1: And how could I assist you?

Speaker speaker_2: Um, I got a call from Ty yesterday about my, uh, my claim with my accident report.

Speaker speaker_1: I'm sorry. From who? Ty?

Speaker speaker_2: Yeah. Ty.

Speaker speaker_1: Um, we don't have a Ty in the office. Are you trying to get a hold of the insurance carrier?

Speaker speaker_2: Uh, might have the wrong number. I am... I'm sorry.

Speaker speaker_1: Are you Progressive? We are not. Oh, okay. Wrong number.

Speaker speaker_2: Wrong number. Sorry about that.

Speaker speaker_1: Have a good one.

Speaker speaker_2: You too.