

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon... Huh? Good af- . Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? This is Lindsay. And how can I assist you? Um, I need to find out, so my insurance has now come out of my check, and I need to know when I'm going to get my cards because I actually have an appointment on Monday and I need the card for it. Okay. What's the name of the staff agency you work for? Um, FOCUS. And the last four digits of your card? FOCUS Workforce Management. 7079. Okay, and if you can confirm your address and date of birth? Um, 511 Northeast Tudor Road, Apartment 7B, Summit Missouri, 64086. 12383. All right. And I have your phone number as 816-642-1179. What was that again? 816-642-1179. Yeah. You just said it funny, sorry. Okay. And I have your email address as ljbaron24 at gmail.com. All righty. So, you did become active this passing Monday. I can definitely take a look to see if your cards are ready to be downloaded and send them to your email, but it will be just one moment. I also need to take my kids off my vision because apparently my ex put the kids on his vision. Okay. That brings your weekly deductions down to \$25.34. Okay. It will take one to three for that staff agency to adjust those deductions, um, and then it'll go down to that 25 cents. That's fine. Yeah. I had no clue he was even doing that, so. No worries. All righty. So your cards are ready to be downloaded and sent to you via, um, email. It's going to come from info at benefits in a card.com. They should go to your inbox. If you don't see them in your inbox, try your spam or junk folder. And you have my email as ljbaron24 at gmail.com? Yes, ma'am. Okay. All right. That's all I needed. Thank you. Thank you for calling. Have a great day. Bye.

Conversation Format

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

Speaker speaker_1: Good afternoon... Huh? Good af- . Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_2: This is Lindsay.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Um, I need to find out, so my insurance has now come out of my check, and I need to know when I'm going to get my cards because I actually have an appointment on Monday and I need the card for it.

Speaker speaker_1: Okay. What's the name of the staff agency you work for?

Speaker speaker_2: Um, FOCUS.

Speaker speaker_1: And the last four digits of your card?

Speaker speaker_2: FOCUS Workforce Management. 7079.

Speaker speaker_1: Okay, and if you can confirm your address and date of birth?

Speaker speaker_2: Um, 511 Northeast Tudor Road, Apartment 7B, Summit Missouri, 64086. 12383.

Speaker speaker_1: All right. And I have your phone number as 816-642-1179.

Speaker speaker_2: What was that again?

Speaker speaker_1: 816-642-1179.

Speaker speaker_2: Yeah. You just said it funny, sorry.

Speaker speaker_1: Okay. And I have your email address as ljbaron24 at gmail.com. All righty. So, you did become active this passing Monday. I can definitely take a look to see if your cards are ready to be downloaded and send them to your email, but it will be just one moment.

Speaker speaker_2: I also need to take my kids off my vision because apparently my ex put the kids on his vision.

Speaker speaker_1: Okay. That brings your weekly deductions down to \$25.34.

Speaker speaker_2: Okay.

Speaker speaker_1: It will take one to three for that staff agency to adjust those deductions, um, and then it'll go down to that 25 cents.

Speaker speaker_2: That's fine. Yeah. I had no clue he was even doing that, so.

Speaker speaker_1: No worries. All righty. So your cards are ready to be downloaded and sent to you via, um, email. It's going to come from info at benefits in a card.com. They should go to your inbox. If you don't see them in your inbox, try your spam or junk folder.

Speaker speaker_2: And you have my email as ljbaron24 at gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. All right. That's all I needed. Thank you.

Speaker speaker_1: Thank you for calling. Have a great day.

Speaker speaker_2: Bye.