

Transcript: Pearl

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Full Transcript

Hi. Good morning. Thank you for calling Benefits In A Card. My name is Pearl Ludono, who's speaking with- Hi, Pearl. My name is Taja Ware. And how can I assist you? I'm calling, um... I just got sent my ID card last Friday. Thank you, guys, for sending that over. Um, I'm just noticing there's a spelling error. Like, my last name is misspelled, so I just need that fixed, so I can, I can use this. All righty. Oop, excuse me. What's the name of the company you say you work for? Uh, Creative Circle. And the last four digits of your Social? Uh, 9223. Okay. And if you can verify your address and date of birth. Yeah. My address is 11116 South Bell Avenue, Chicago, Illinois 60643, and my birthday is January 16th, 1997. Can I have your phone number as 708-846-1938? Yeah. Can I have your email address as your last... your first name, your last name @youtubecom? Yes. All right. So it looks like we did get an email from you on the 28th for your, um... stating that your name was spelled wrong, your last name was spelled wrong. They did get it updated in the system, and they sent it over to the main office, an email over to the main office to have them update it with the carriers. And then once the... they get word back that it has been updated, they'll send you new cards. Uh, okay. And then will they be letting me... Well, I'll get a response letting me know when that's happening, or do I just have to keep calling back to get an update? No, as soon as they, um... As soon as it gets updated, like I said, they'll send you that email over. Um, it usually- Okay. ... takes about 24 to 48 hours. So this was- Got it. ... on the 28th, so it should be within today and tomorrow that that gets updated. Perfect. Thank you, so much. No problem. Thank you for calling. Have a great day. You too.

Conversation Format

Speaker speaker_0: Hi. Good morning. Thank you for calling Benefits In A Card. My name is Pearl Ludono, who's speaking with-

Speaker speaker_1: Hi, Pearl. My name is Taja Ware.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: I'm calling, um... I just got sent my ID card last Friday. Thank you, guys, for sending that over. Um, I'm just noticing there's a spelling error. Like, my last name is misspelled, so I just need that fixed, so I can, I can use this.

Speaker speaker_0: All righty. Oop, excuse me. What's the name of the company you say you work for?

Speaker speaker_1: Uh, Creative Circle.

Speaker speaker_0: And the last four digits of your Social?

Speaker speaker_1: Uh, 9223.

Speaker speaker_0: Okay. And if you can verify your address and date of birth.

Speaker speaker_1: Yeah. My address is 11116 South Bell Avenue, Chicago, Illinois 60643, and my birthday is January 16th, 1997.

Speaker speaker_0: Can I have your phone number as 708-846-1938?

Speaker speaker_1: Yeah.

Speaker speaker_0: Can I have your email address as your last... your first name, your last name @youtubecom?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So it looks like we did get an email from you on the 28th for your, um... stating that your name was spelled wrong, your last name was spelled wrong. They did get it updated in the system, and they sent it over to the main office, an email over to the main office to have them update it with the carriers. And then once the... they get word back that it has been updated, they'll send you new cards.

Speaker speaker_1: Uh, okay. And then will they be letting me... Well, I'll get a response letting me know when that's happening, or do I just have to keep calling back to get an update?

Speaker speaker_0: No, as soon as they, um... As soon as it gets updated, like I said, they'll send you that email over. Um, it usually-

Speaker speaker_1: Okay.

Speaker speaker_0: ... takes about 24 to 48 hours. So this was-

Speaker speaker_1: Got it.

Speaker speaker_0: ... on the 28th, so it should be within today and tomorrow that that gets updated.

Speaker speaker_1: Perfect. Thank you, so much.

Speaker speaker_0: No problem. Thank you for calling. Have a great day.

Speaker speaker_1: You too.