

## Transcript: Pearl

**Rojas-6239287415193600-5168332118999040**

### 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. Who would ever ■pleasure speaking with? Well, my name is, uh, Todd Bale, and, uh, I'm a new hire. Just trying to, uh, to investigate, um, what exactly what the coverages are. Are there tiers? Are there price points for each tier? Uh, you know, if you cover spouse, kids, I'm just trying to figure out more information. Okay. Um, what's the name of the company you work for? I work for Crown Staffing in Louisville, Kentucky, on Top of Little Road. Okay. If you'd like, I can send you a copy of the benefit guide, and it shows you all the information in that, in that PDF. Perfect. Could you email that to me? Of course. Um, give me one second. Okay. What is your email? It's tbale, T-B-A-L-E, 2396@gmail.com. All right. Kango Bravo Alpha Leo Echo 2396 at gmail. Are you still with me? Yes, sorry. Okay. Sorry. All right. And this email is going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder. Perfect. Thanks very much. Thank you. Bye. Bye.

### 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. Who would ever ■pleasure speaking with?

Speaker speaker\_2: Well, my name is, uh, Todd Bale, and, uh, I'm a new hire. Just trying to, uh, to investigate, um, what exactly what the coverages are. Are there tiers? Are there price points for each tier? Uh, you know, if you cover spouse, kids, I'm just trying to figure out more information.

Speaker speaker\_1: Okay. Um, what's the name of the company you work for?

Speaker speaker\_2: I work for Crown Staffing in Louisville, Kentucky, on Top of Little Road.

Speaker speaker\_1: Okay. If you'd like, I can send you a copy of the benefit guide, and it shows you all the information in that, in that PDF.

Speaker speaker\_2: Perfect. Could you email that to me?

Speaker speaker\_1: Of course. Um, give me one second.

Speaker speaker\_2: Okay.

Speaker speaker\_1: What is your email?

Speaker speaker\_2: It's tbale, T-B-A-L-E, 2396@gmail.com.

Speaker speaker\_1: All right.

Speaker speaker\_2: Kango Bravo Alpha Leo Echo 2396 at gmail. Are you still with me?

Speaker speaker\_1: Yes, sorry.

Speaker speaker\_2: Okay. Sorry.

Speaker speaker\_1: All right. And this email is going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder.

Speaker speaker\_2: Perfect. Thanks very much. Thank you. Bye.

Speaker speaker\_1: Bye.