

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Ebony Bandy. I just called to opt out of the benefits, and the lady that I was just talking to just hung up the phone in my face. So, at this point I want to talk to somebody about her, because that was rude. Uh, could you remember her name? No, 'cause I couldn't even hear her. And that's why she hung up, because she act like she couldn't hear me, I couldn't hear her, so she was like, "My name," and I said it loud. Like, I'm not yelling but if you can't hear me, I'm gonna say it loud. No, I don't remember her name. But they say these calls are recorded. Mm-hmm. Mm-hmm. Um, okay. Let me... Give me one moment. Okay. Bear with me one moment. Let me go ahead and take a look here. I'm gonna place you with hold- Okay. ... while they reach out to a support on the floor. Okay? All right. Well, I'm glad I'm not getting that shit like rude-ass people. Crazy. Fuck you need to go? Give me some fucking money. Thank you so much for holding. So, at the moment my, my support on the floor is not available. I can help you with declining and take down your information, and as soon as they're available I can get them to get, give you a call back. She say she did that. She say... But that's why I called back, because she hung up before she was like, she gonna proceed with doing it and just hung up the phone. Like, she didn't even give me a chance to answer no questions or nothing. Ask nothing of nothing. But yeah, I do want somebody to call me back because I'm not gonna be tolerating no disrespect or no rudeness when I'm trying to opt out of something. And I'm glad I'm opting out of it, because I don't want nothing to do with y'all with a person like that working for y'all. I definitely understand, and I'm very sorry about that. That, um, moment you had to pass with that agent. I'll definitely have them look into it- Can you just run my information to ensure she did what she was supposed to? Of course. You said you were working with, with search docking, correct? Correct. And what are the last four digits of your Social? 0407. All righty. Give me one moment. Take a look here. Where is your code? And if you can just confirm your address and date of birth. 4089 Cedar Reeves Trail, Stone Mountain, Georgia, 38892189. Okay. May I have your phone number as 404-566-0713? Yes. Can I have your email address as your first name, your last name, 21 at gmail.com? Yes. All righty. Yes, ma'am. She did go ahead and get that out on enrollment, um, opted out. Okay. I still would like to call back though, 'cause that was rude. Yes. Yes, ma'am. No worries, I'm gonna send your information. I did already send her... Um, I let them know that you wanted to speak with them but they're not available right now. So I'll go ahead and send over your information. That way they can give you a call as soon as they're, they're available. Okay? Okay. Okay, thank you so much. No problem. What was your name again, 'cause I'm gonna tell them how helpful you were. My name's Pearl. Okay. Thank you so much, Pearl. No problem. You have a great day. Mm-hmm.

Conversation Format

Speaker speaker_0: Hi, 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_1: Ebony Bandy. I just called to opt out of the benefits, and the lady that I was just talking to just hung up the phone in my face. So, at this point I want to talk to somebody about her, because that was rude.

Speaker speaker_0: Uh, could you remember her name?

Speaker speaker_1: No, 'cause I couldn't even hear her. And that's why she hung up, because she act like she couldn't hear me, I couldn't hear her, so she was like, "My name," and I said it loud. Like, I'm not yelling but if you can't hear me, I'm gonna say it loud. No, I don't remember her name. But they say these calls are recorded.

Speaker speaker_0: Mm-hmm. Mm-hmm. Um, okay. Let me... Give me one moment. Okay. Bear with me one moment. Let me go ahead and take a look here. I'm gonna place you with hold-

Speaker speaker_1: Okay.

Speaker speaker_0: ... while they reach out to a support on the floor. Okay?

Speaker speaker_1: All right. Well, I'm glad I'm not getting that shit like rude-ass people. Crazy. Fuck you need to go? Give me some fucking money.

Speaker speaker_0: Thank you so much for holding. So, at the moment my, my support on the floor is not available. I can help you with declining and take down your information, and as soon as they're available I can get them to get, give you a call back.

Speaker speaker_1: She say she did that. She say... But that's why I called back, because she hung up before she was like, she gonna proceed with doing it and just hung up the phone. Like, she didn't even give me a chance to answer no questions or nothing. Ask nothing of nothing. But yeah, I do want somebody to call me back because I'm not gonna be tolerating no disrespect or no rudeness when I'm trying to opt out of something. And I'm glad I'm opting out of it, because I don't want nothing to do with y'all with a person like that working for y'all.

Speaker speaker_0: I definitely understand, and I'm very sorry about that. That, um, moment you had to pass with that agent. I'll definitely have them look into it-

Speaker speaker_1: Can you just run my information to ensure she did what she was supposed to?

Speaker speaker_0: Of course. You said you were working with, with search docking, correct?

Speaker speaker_1: Correct.

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

Speaker speaker_1: 0407.

Speaker speaker_0: All righty. Give me one moment. Take a look here. Where is your code? And if you can just confirm your address and date of birth.

Speaker speaker_1: 4089 Cedar Reeves Trail, Stone Mountain, Georgia, 38892189.

Speaker speaker_0: Okay. May I have your phone number as 404-566-0713?

Speaker speaker_1: Yes.

Speaker speaker_0: Can I have your email address as your first name, your last name, 21 at gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All righty. Yes, ma'am. She did go ahead and get that out on enrollment, um, opted out.

Speaker speaker_1: Okay. I still would like to call back though, 'cause that was rude.

Speaker speaker_0: Yes. Yes, ma'am. No worries, I'm gonna send your information. I did already send her... Um, I let them know that you wanted to speak with them but they're not available right now. So I'll go ahead and send over your information. That way they can give you a call as soon as they're, they're available. Okay?

Speaker speaker_1: Okay. Okay, thank you so much.

Speaker speaker_0: No problem.

Speaker speaker_1: What was your name again, 'cause I'm gonna tell them how helpful you were.

Speaker speaker_0: My name's Pearl.

Speaker speaker_1: Okay. Thank you so much, Pearl.

Speaker speaker_0: No problem. You have a great day.

Speaker speaker_1: Mm-hmm.