

Transcript: Pearl

Rojas-6284368851025920-5592427935088640

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 Hood. Who do I have the pleasure of speaking with? Yeah, how you doing, Pearl? This Charlie. Um, I just called about, um, benefits for my uncle 'cause he had got, uh, surgery not too long ago, but she had sent me to another number, but they hang up. I lost the line. Okay. Do you remember what the name of the other company was? No. Do you remember the name of the rep you were talking to? No. Do you know what plan your uncle has? Yeah, I could give you the, uh, number back, everything. What number? On his social and all that. Is he there with you? Yeah. Okay. If I can speak with him just to get that information and then I can transfer you. Well, he's 23, uh, and he owes, you know... I speak for him on behalf, do his paperwork for him. Okay. What's the name of the staffing agency he works for? Surge. And the last four digits of his social? 6777- And what's his name? Rico. R-I-C-O. Please send me F-I-L-S from A-I-M-E. Okay. Great. And what is his address and date of birth? 1688 7th Drive, April the 18th, 1956. Okay. And what is the city and state there? Uh, Jonesboro 30238. Okay, and I have his phone number as- Georgia. Georgia? Oh. Okay. And I have his, um, phone number as 404-822-4490. Oh, well, he changed numbers. But, yeah, that's his older number. Yeah. Um, did you want to put on his updated number or just leave that as is? Let's leave it for now. Okay, and I have his email address as z-e-t-e-b-l-a-n-c@gmail.com. Okay, yeah. Okay. So, it looks like you were transferred over to APL. Let me go ahead and get you transferred back over, okay? Okay, thank you.

Conversation Format

Speaker speaker_0: 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 Hood. Who do I have the pleasure of speaking with?

Speaker speaker_1: Yeah, how you doing, Pearl? This Charlie. Um, I just called about, um, benefits for my uncle 'cause he had got, uh, surgery not too long ago, but she had sent me to another number, but they hang up. I lost the line.

Speaker speaker_0: Okay. Do you remember what the name of the other company was?

Speaker speaker_1: No.

Speaker speaker_0: Do you remember the name of the rep you were talking to?

Speaker speaker_1: No.

Speaker speaker_0: Do you know what plan your uncle has?

Speaker speaker_1: Yeah, I could give you the, uh, number back, everything.

Speaker speaker_0: What number?

Speaker speaker_1: On his social and all that.

Speaker speaker_2: Is he there with you?

Speaker speaker_1: Yeah.

Speaker speaker_2: Okay. If I can speak with him just to get that information and then I can transfer you.

Speaker speaker_1: Well, he's 23, uh, and he owes, you know... I speak for him on behalf, do his paperwork for him.

Speaker speaker_0: Okay. What's the name of the staffing agency he works for?

Speaker speaker_1: Surge.

Speaker speaker_0: And the last four digits of his social?

Speaker speaker_1: 6777-

Speaker speaker_2: And what's his name?

Speaker speaker_1: Rico. R-I-C-O. Please send me F-I-L-S from A-I-M-E.

Speaker speaker_2: Okay. Great. And what is his address and date of birth?

Speaker speaker_1: 1688 7th Drive, April the 18th, 1956.

Speaker speaker_2: Okay. And what is the city and state there?

Speaker speaker_1: Uh, Jonesboro 30238.

Speaker speaker_2: Okay, and I have his phone number as-

Speaker speaker_1: Georgia.

Speaker speaker_2: Georgia?

Speaker speaker_1: Oh.

Speaker speaker_2: Okay. And I have his, um, phone number as 404-822-4490.

Speaker speaker_1: Oh, well, he changed numbers. But, yeah, that's his older number. Yeah.

Speaker speaker_2: Um, did you want to put on his updated number or just leave that as is?

Speaker speaker_1: Let's leave it for now.

Speaker speaker_2: Okay, and I have his email address as z-e-t-t-e-b-l-a-n-c@gmail.com.

Speaker speaker_1: Okay, yeah.

Speaker speaker_2: Okay. So, it looks like you were transferred over to APL. Let me go ahead and get you transferred back over, okay?

Speaker speaker_1: Okay, thank you.