

## **Transcript: Pearl**

**Rojas-6353743420801024-4778499618848768**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good morning, thank you for calling Benefits in a Card. My name is Pearl. Who can I help, who are you speaking with? Yes, ma'am. It's Tracy Richardson with Wagner Staffing and- Okay. ... one of our, one of our employees is saying that... What information are you going to need first? Her social? Well, hmm, in order to do anything with the account, I would need to speak with her. Okay. I'll give her the number. Thank you.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Good morning, thank you for calling Benefits in a Card. My name is Pearl. Who can I help, who are you speaking with?

Speaker speaker\_2: Yes, ma'am. It's Tracy Richardson with Wagner Staffing and-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... one of our, one of our employees is saying that... What information are you going to need first? Her social?

Speaker speaker\_1: Well, hmm, in order to do anything with the account, I would need to speak with her.

Speaker speaker\_2: Okay. I'll give her the number. Thank you.