

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl ... speaking with. Hello, Pearl, my name is Brianna Chambers. How are you doing today? I'm good. And yourself? I'm fine, thank you. How can I assist you? Um, I was ca- Yes, I'm sorry. I was calling about, um, because I'm, I'm new with you all and so I haven't received a card, so I was trying to figure out what I needed to do to receive my benefits card. Okay, I can definitely take a look for you. Normally, you get your cards... You receive your cards the end of the week after your first deduction, so I can definitely take a look to see if you're active yet and I'll give you about a timeframe when you will receive those. What's the name of the staffing agency you work for? Yeah. Yes, it's going to be Crown Staffing. And the last four digits of your Social? 5668. All right. And if you can confirm your address and date of birth for me. Yes, ma'am. It is 8805 Beulah Church Road, Louisville, Kentucky. 40291 is the zip code and my birthday... Is that what you asked me? I'm sorry. Yes, ma'am. 11/28/95. Right. So I have a different address on file. Did you recently move or give a different address to the staffing? Um, I moved, like, eight, nine months ago, but do you have... Do you see 11342 Loudon Trace on there? Yes. That's the one I have. Okay, yeah. That was my most recent, uh, address. And you said, you said the new address was 8885 Beulah Church Road? No, ma'am. 8805 Beulah Church. And is that... That's Louisville, Kentucky, as well? Yes, ma'am. All righty. Now your phone number is 313-859-2487? That is correct. All righty. And I have your email address as b.chambers28@gmail.com? That is also correct. All righty. So it looks like you became active this passing... Give me one second. Let me see here. Yeah. And you haven't received any of your card? Oh, so you are active, but because we have the old address on file, it's most likely... they most likely went to the old address. Um, I went ahead and updated your address, so I'll get... I can send you actually virtual copies of your card sent to your email if you'd like. Yes, please. That would be perfect. Okay. That, um, that email's 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 and then it'll be in just a couple moments, um, while I download and get those sent to you, okay? Okay. Yeah. Thank you so much, Pearl. No problem. Do you have any other questions? No, ma'am. That is all. All righty. Thank you so much for calling. You have a great day. You too as well. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl ... speaking with.

Speaker speaker_2: Hello, Pearl, my name is Brianna Chambers. How are you doing today?

Speaker speaker_1: I'm good. And yourself?

Speaker speaker_2: I'm fine, thank you.

Speaker speaker_1: How can I assist you?

Speaker speaker_2: Um, I was ca- Yes, I'm sorry. I was calling about, um, because I'm, I'm new with you all and so I haven't received a card, so I was trying to figure out what I needed to do to receive my benefits card.

Speaker speaker_1: Okay, I can definitely take a look for you. Normally, you get your cards... You receive your cards the end of the week after your first deduction, so I can definitely take a look to see if you're active yet and I'll give you about a timeframe when you will receive those. What's the name of the staffing agency you work for?

Speaker speaker_2: Yeah. Yes, it's going to be Crown Staffing.

Speaker speaker_1: And the last four digits of your Social?

Speaker speaker_2: 5668.

Speaker speaker_1: All right. And if you can confirm your address and date of birth for me.

Speaker speaker_2: Yes, ma'am. It is 8805 Beulah Church Road, Louisville, Kentucky. 40291 is the zip code and my birthday... Is that what you asked me? I'm sorry.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: 11/28/95.

Speaker speaker_1: Right. So I have a different address on file. Did you recently move or give a different address to the staffing?

Speaker speaker_2: Um, I moved, like, eight, nine months ago, but do you have... Do you see 11342 Loudon Trace on there?

Speaker speaker_1: Yes. That's the one I have.

Speaker speaker_2: Okay, yeah. That was my most recent, uh, address.

Speaker speaker_1: And you said, you said the new address was 8885 Beulah Church Road?

Speaker speaker_2: No, ma'am. 8805 Beulah Church.

Speaker speaker_1: And is that... That's Louisville, Kentucky, as well?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All righty. Now your phone number is 313-859-2487?

Speaker speaker_2: That is correct.

Speaker speaker_1: All righty. And I have your email address as b.chambers28@gmail.com?

Speaker speaker_2: That is also correct.

Speaker speaker_1: All righty. So it looks like you became active this passing... Give me one second. Let me see here.

Speaker speaker_2: Yeah.

Speaker speaker_1: And you haven't received any of your card? Oh, so you are active, but because we have the old address on file, it's most likely... they most likely went to the old address. Um, I went ahead and updated your address, so I'll get... I can send you actually virtual copies of your card sent to your email if you'd like.

Speaker speaker_2: Yes, please. That would be perfect.

Speaker speaker_1: Okay. That, um, that email's 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 and then it'll be in just a couple moments, um, while I download and get those sent to you, okay?

Speaker speaker_2: Okay. Yeah. Thank you so much, Pearl.

Speaker speaker_1: No problem. Do you have any other questions?

Speaker speaker_2: No, ma'am. That is all.

Speaker speaker_1: All righty. Thank you so much for calling. You have a great day.

Speaker speaker_2: You too as well. Bye.