

## **Transcript: Pearl**

**Rojas-6426723636264960-5741447335165952**

### **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. Who do I have the pleasure of speaking with? Uh, good morning. My name is Shelley Hertz. I work for Crown Services. Um, I had changed my benefits. I want to know was the change made? All righty, and what are the last four digits of your social? 4086. I had upped it but then I put it back down. Okay. And what are your address and date of birth? It's 1300 Denzel Drive, Apartment 4, in Hopkinsville, Kentucky. My date of birth is 9-8-62. Okay, can I have your phone number as 931-338-5571? 5571... Yes. All righty. And I have your email address as shellyhertz62@gmail.com? Yes. All righty. Yes. So that change was put into the system, um, and has been active since this passing Monday. All right. Or, I'm sorry, it's active today. Okay, so it'll be... It'll... Instead of the 40, it'll be the 15? Correct. Okay, so it went back down? Yes, ma'am. Okay, thank you. And you girls have a good day and thank you much. You as well. Thank you for calling. Have a good one. Okay. Bye-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. Who do I have the pleasure of speaking with?

Speaker speaker\_2: Uh, good morning. My name is Shelley Hertz. I work for Crown Services. Um, I had changed my benefits. I want to know was the change made?

Speaker speaker\_1: All righty, and what are the last four digits of your social?

Speaker speaker\_2: 4086. I had upped it but then I put it back down.

Speaker speaker\_1: Okay. And what are your address and date of birth?

Speaker speaker\_2: It's 1300 Denzel Drive, Apartment 4, in Hopkinsville, Kentucky. My date of birth is 9-8-62.

Speaker speaker\_1: Okay, can I have your phone number as 931-338-5571?

Speaker speaker\_2: 5571... Yes.

Speaker speaker\_1: All righty. And I have your email address as shellyhertz62@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All righty. Yes. So that change was put into the system, um, and has been active since this passing Monday.

Speaker speaker\_2: All right.

Speaker speaker\_1: Or, I'm sorry, it's active today.

Speaker speaker\_2: Okay, so it'll be... It'll... Instead of the 40, it'll be the 15?

Speaker speaker\_1: Correct.

Speaker speaker\_2: Okay, so it went back down?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Okay, thank you. And you girls have a good day and thank you much.

Speaker speaker\_1: You as well. Thank you for calling. Have a good one.

Speaker speaker\_2: Okay. Bye-bye.