

Transcript: Pearl

Rojas-6529188317151232-4724171704680448

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling My name is Pearl. Who do I have the pleasure of speaking with? My name is Roderick Brown. And how can I assist you? Can you... I was trying to get a copy of, uh, a copy of my policy I got. I would like for it to be sent, like, through the e- my e-mail. Okay. Your benefit card? Say that again. You need a copy of it sent to you? You're going in and out. I can't even hear you. I said, do you need a copy of your card sent to you? Well, I still haven't got my card yet but... I mean, I've got a card, but I want the... a copy of my, uh, policy with my benefits sent to my e-mail. Just, like, a layout of what your policy coverage is what you want? Yeah. Like, the vision, dental and the health coverage and everything else I got in the policy. Oh, does it... So you're just wanting something explaining what coverage you have? Yes. Okay. What is your e-mail? Roderickbrown724@gmail.com. Okay. So I'm going to cop- send you a copy of the benefit guide and, and there it will explain your plans. Okay. Thank you. No problem. Is there anything else I can assist you with? No, ma'am. Thank you so much for calling. You have a great day. You too.

Conversation Format

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

Speaker speaker_1: Hi, good afternoon. Thank you for calling

Speaker speaker_2: My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_3: My name is Roderick Brown.

Speaker speaker_1: And how can I assist you?

Speaker speaker_3: Can you... I was trying to get a copy of, uh, a copy of my policy I got. I would like for it to be sent, like, through the e- my e-mail.

Speaker speaker_1: Okay. Your benefit card?

Speaker speaker_3: Say that again.

Speaker speaker_1: You need a copy of it sent to you?

Speaker speaker_3: You're going in and out. I can't even hear you.

Speaker speaker_1: I said, do you need a copy of your card sent to you?

Speaker speaker_3: Well, I still haven't got my card yet but... I mean, I've got a card, but I want the... a copy of my, uh, policy with my benefits sent to my e-mail.

Speaker speaker_1: Just, like, a layout of what your policy coverage is what you want?

Speaker speaker_3: Yeah. Like, the vision, dental and the health coverage and everything else I got in the policy.

Speaker speaker_1: Oh, does it... So you're just wanting something explaining what coverage you have?

Speaker speaker_3: Yes.

Speaker speaker_1: Okay. What is your e-mail?

Speaker speaker_3: Roderickbrown724@gmail.com.

Speaker speaker_1: Okay. So I'm going to cop- send you a copy of the benefit guide and, and there it will explain your plans.

Speaker speaker_3: Okay. Thank you.

Speaker speaker_1: No problem. Is there anything else I can assist you with?

Speaker speaker_3: No, ma'am.

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

Speaker speaker_3: You too.