

Transcript: Pearl

Rojas-6554007665033216-6498305227538432

Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who does el-pleasure of speaking you with, with. Hi, Pearl. My name is Anas. And how can I assist you? Okay. I got just now an email from, uh, Benefit in a Card, uh, to activate, uh, my wife's account today and I'm looking at the email. It looks like they named my wife wrong. Um, it says, "Dear Randal." Her name is Rand, R-A-N-D, without the A-L-L. Can you verify that, please? Mm-mmm, what's the name of the staff agency you work for? Uh, Noori. Noori. N-O-O-R-I. Okay. And, I'm sorry, repeat your name. Ralph. R-A-L-P-H. Okay. And if you can verify your address and date of birth. Yeah. Date of birth is March 27th, 1965. And the address is 2620 Usal Street, Supreme Valley, California, 91977. Okay. And I have your phone number as 240-9556. That's correct, yes. And I have your email address as ralphrr@gmail.com? That's correct, yes. Okay. And how do you spell your spouse's name? Your sp- the first name? First name is R as in Romeo, A as in Apple, N as in Nancy, D as in David. Okay. All righty. Let's take a look here. Okay. So I'll go ahead and, um, so I went ahead and changed the information. I'll reach out to the main office- Sorry. ... on our side so they can have the... I'm sorry, what was that? Sorry, you're cutting on me. Your voice- Hello? ... was cut. I can hear you now. Hello? Okay, so I went ahead and updated the information in the system. I'm gonna reach... Hello? Yeah, I can hear you. Go ahead. Okay, so I updated the information in our system. I'm gonna go ahead and reach out to the main office and have them, um, fix that error with the insurance carriers. Perfect. Okay. Do you have any other questions? No, that's all. Thank you so much. All righty. Thank you so much for calling. You have a great day. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who does el- pleasure of speaking you with, with.

Speaker speaker_1: Hi, Pearl. My name is Anas.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Okay. I got just now an email from, uh, Benefit in a Card, uh, to activate, uh, my wife's account today and I'm looking at the email. It looks like they named my wife wrong. Um, it says, "Dear Randal." Her name is Rand, R-A-N-D, without the A-L-L. Can you verify that, please?

Speaker speaker_0: Mm-mmm, what's the name of the staff agency you work for?

Speaker speaker_1: Uh, Noori. Noori. N-O-O-R-I.

Speaker speaker_0: Okay. And, I'm sorry, repeat your name.

Speaker speaker_1: Ralph. R-A-L-P-H.

Speaker speaker_0: Okay. And if you can verify your address and date of birth.

Speaker speaker_1: Yeah. Date of birth is March 27th, 1965. And the address is 2620 Usal Street, Supreme Valley, California, 91977.

Speaker speaker_0: Okay. And I have your phone number as 240-9556.

Speaker speaker_1: That's correct, yes.

Speaker speaker_0: And I have your email address as ralphrr@gmail.com?

Speaker speaker_1: That's correct, yes.

Speaker speaker_0: Okay. And how do you spell your spouse's name? Your sp- the first name?

Speaker speaker_1: First name is R as in Romeo, A as in Apple, N as in Nancy, D as in David.

Speaker speaker_0: Okay. All righty. Let's take a look here. Okay. So I'll go ahead and, um, so I went ahead and changed the information. I'll reach out to the main office-

Speaker speaker_1: Sorry.

Speaker speaker_0: ... on our side so they can have the... I'm sorry, what was that?

Speaker speaker_1: Sorry, you're cutting on me. Your voice-

Speaker speaker_0: Hello?

Speaker speaker_1: ... was cut. I can hear you now. Hello?

Speaker speaker_0: Okay, so I went ahead and updated the information in the system. I'm gonna reach... Hello?

Speaker speaker_1: Yeah, I can hear you. Go ahead.

Speaker speaker_0: Okay, so I updated the information in our system. I'm gonna go ahead and reach out to the main office and have them, um, fix that error with the insurance carriers.

Speaker speaker_1: Perfect. Okay.

Speaker speaker_0: Do you have any other questions?

Speaker speaker_1: No, that's all. Thank you so much.

Speaker speaker_0: All righty. Thank you so much for calling. You have a great day.

Speaker speaker_1: Bye-bye.

Speaker speaker_0: Bye-bye.