

## Transcript: Estefania

**Acevedo-5193293509378048-5320905577676800**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hey, uh, I'm looking to talk to Pearl. I'm sorry? Uh, can I talk to Pearl? Um, we don't have a Paul here. P-A-R-L, Perl. Paul? Hello? Oh, no, not Paul. Uh, P-A-R-L, how would you say it. Oh, okay. Um, is there something I can help you? They're currently not available. Okay. I just got a voice mail from Pearl, uh, regarding some, uh- I can check. ... regarding my card being returned. Yeah, so. Mm-hmm, what type of agency do you work for? Uh, uh, MEU. Okay. Give me one second. Yep, thank you. And then what are the last four of your Social? Uh, 7701. And your first and last name, please? Uh, Shubham Kale. Okay. And then for security purposes, I do need you to verify your address and also your date of birth, please. My address is 3434 Lawrence Road, uh, Apartment 823, Greenville, South Carolina. Uh, I forgot the zip code. Uh, now I... But my birth- birthday is 07-27-2000. Okay. Um, I have a different address. Did you r- move recently? Oh, yeah, I've moved somewhere else. The... Is it, is the old address, like, uh, 220 Elm Street, Apartment 423 University Place, Clemson, South Carolina 29607? Yep. Um, what's your new address? I can update that for you if you wish. Yeah. My new address is 3434 Lawrence Road. Mm-hmm. Greenville, South Carolina. Mm-hmm. Wait, I'm trying to remember the... Is it 29607? Uh, yeah. Oh, what? The zip code, is it 29607? Oh, yeah, 29607. Sorry, my bad. It's okay. Um, is it a house, apartment? Do I have to put any apartment number? Apartment. Apartment. It's, uh, 823. Okay. I think it was... The call was regarding the insurance card being returned to your place. Okay, yeah. I can check real quick. Um, let me double-check the address before, um, I continue. You said it was 3434 Lawrence Road, Apartment 823, Greenville, South Carolina 29607? Yep. Okay, thank you. And then is your phone number still the 864-540-4335? Yep. And then I have your first name period Kale, K-A-L-E, 2707@gmail.com. Is that still up to date? Yeah. Okay. And it looks- Is there a period be- Uh-huh. ... uh, is there a period after Kale? Yes. Oh, after? Okay. Um, it's, it's your first name and then period and then K-A-L-E 2707. Was I supposed to add one after? Uh, just, yeah, there's one after. Um, after the Kale or after the- Yeah. After my, after my last name. Okay. Thank you. So it's your first name, period, last name, period, 2707 at y- Mm-hmm. ...om? Yep. Okay. Thank you. And it looks like the reason why they called you, um, is they wanted to verify the address that we had, which was the wrong one, 'cause I just updated it. Okay. So, um- Yeah, I think that could have been the problem my insurance card got returned. Yeah. And it looks like they were trying to reach you, but they didn't get a- Get a hold. ...hold and... Yes, sir. But I already updated that information. Okay. Sounds good. Okay. Um, before- Yeah. ... I let you go, though, it looks like you're missing a beneficiary, um, for your term life. If something was to happen to you, who do you want to leave that to? The funds? Oh, uh, actually I don't know as of... Can I update that later if required? Yeah, that's

fine. Mm-hmm. Thank you. Yeah, I think I'll do that later then. Okay. Yeah, that's fine. Um, did you have any questions, though? Oh, no, no, that's all. Thank you. You're welcome. Have a good day. Yep. You, too. Bye-bye.

## Conversation Format

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

Speaker speaker\_1: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_2: Hey, uh, I'm looking to talk to Pearl.

Speaker speaker\_1: I'm sorry?

Speaker speaker\_2: Uh, can I talk to Pearl?

Speaker speaker\_1: Um, we don't have a Paul here.

Speaker speaker\_2: P-A-R-L, Perl.

Speaker speaker\_1: Paul?

Speaker speaker\_2: Hello? Oh, no, not Paul. Uh, P-A-R-L, how would you say it.

Speaker speaker\_1: Oh, okay. Um, is there something I can help you? They're currently not available.

Speaker speaker\_2: Okay. I just got a voice mail from Pearl, uh, regarding some, uh-

Speaker speaker\_1: I can check.

Speaker speaker\_2: ... regarding my card being returned. Yeah, so.

Speaker speaker\_1: Mm-hmm, what type of agency do you work for?

Speaker speaker\_2: Uh, uh, MEU.

Speaker speaker\_1: Okay. Give me one second. Yep, thank you. And then what are the last four of your Social?

Speaker speaker\_2: Uh, 7701.

Speaker speaker\_1: And your first and last name, please?

Speaker speaker\_2: Uh, Shubham Kale.

Speaker speaker\_1: Okay. And then for security purposes, I do need you to verify your address and also your date of birth, please.

Speaker speaker\_2: My address is 3434 Lawrence Road, uh, Apartment 823, Greenville, South Carolina. Uh, I forgot the zip code. Uh, now I... But my birth- birthday is 07-27-2000.

Speaker speaker\_1: Okay. Um, I have a different address. Did you r- move recently?

Speaker speaker\_2: Oh, yeah, I've moved somewhere else. The... Is it, is the old address, like, uh, 220 Elm Street, Apartment 423 University Place, Clemson, South Carolina 29607?

Speaker speaker\_1: Yep. Um, what's your new address? I can update that for you if you wish.

Speaker speaker\_2: Yeah. My new address is 3434 Lawrence Road.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Greenville, South Carolina.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Wait, I'm trying to remember the...

Speaker speaker\_1: Is it 29607?

Speaker speaker\_2: Uh, yeah. Oh, what?

Speaker speaker\_1: The zip code, is it 29607?

Speaker speaker\_2: Oh, yeah, 29607. Sorry, my bad.

Speaker speaker\_1: It's okay. Um, is it a house, apartment? Do I have to put any apartment number?

Speaker speaker\_2: Apartment. Apartment. It's, uh, 823.

Speaker speaker\_1: Okay.

Speaker speaker\_2: I think it was... The call was regarding the insurance card being returned to your place.

Speaker speaker\_1: Okay, yeah. I can check real quick. Um, let me double-check the address before, um, I continue. You said it was 3434 Lawrence Road, Apartment 823, Greenville, South Carolina 29607?

Speaker speaker\_2: Yep.

Speaker speaker\_1: Okay, thank you. And then is your phone number still the 864-540-4335?

Speaker speaker\_2: Yep.

Speaker speaker\_1: And then I have your first name period Kale, K-A-L-E, 2707@gmail.com. Is that still up to date?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. And it looks-

Speaker speaker\_2: Is there a period be-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_2: ... uh, is there a period after Kale?

Speaker speaker\_1: Yes. Oh, after?

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, it's, it's your first name and then period and then K-A-L-E 2707. Was I supposed to add one after?

Speaker speaker\_2: Uh, just, yeah, there's one after.

Speaker speaker\_1: Um, after the Kale or after the-

Speaker speaker\_2: Yeah. After my, after my last name.

Speaker speaker\_1: Okay. Thank you. So it's your first name, period, last name, period, 2707 at y-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ...om?

Speaker speaker\_2: Yep.

Speaker speaker\_1: Okay. Thank you. And it looks like the reason why they called you, um, is they wanted to verify the address that we had, which was the wrong one, 'cause I just updated it.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So, um-

Speaker speaker\_2: Yeah, I think that could have been the problem my insurance card got returned.

Speaker speaker\_1: Yeah. And it looks like they were trying to reach you, but they didn't get a-

Speaker speaker\_2: Get a hold.

Speaker speaker\_1: ...hold and... Yes, sir. But I already updated that information.

Speaker speaker\_2: Okay. Sounds good.

Speaker speaker\_1: Okay. Um, before-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... I let you go, though, it looks like you're missing a beneficiary, um, for your term life. If something was to happen to you, who do you want to leave that to? The funds?

Speaker speaker\_2: Oh, uh, actually I don't know as of... Can I update that later if required?

Speaker speaker\_1: Yeah, that's fine.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Yeah, I think I'll do that later then.

Speaker speaker\_1: Okay. Yeah, that's fine. Um, did you have any questions, though?

Speaker speaker\_2: Oh, no, no, that's all. Thank you.

Speaker speaker\_1: You're welcome. Have a good day.

Speaker speaker\_2: Yep. You, too. Bye-bye.