

## Transcript: Pearl

**Rojas-4540567889330176-4747789659488256**

### 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 Ludos. Who would I like to speak human? This is Olivia Ortiz. Is Pamela there by any chance? Uh, bears me one moment. Let me take a look and see if she's available. Hey, was there something- Thank you. ... um, specific you need to speak with her about? Well, she said that she would help me do the benefits. Um, we had started some of it, but, um, I was gonna ask her some more questions about it. Okay, bears me one moment. I'm gonna place you on a brief hold. Thank you. Thank you so much for holding, Miss Ortiz. Give me one moment. I'll go ahead and transfer you over, okay? Thank you. No problem. Thank you for calling. Mm-hmm. Thank you.

### 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 Ludos. Who would I like to speak human?

Speaker speaker\_2: This is Olivia Ortiz. Is Pamela there by any chance?

Speaker speaker\_1: Uh, bears me one moment. Let me take a look and see if she's available. Hey, was there something-

Speaker speaker\_2: Thank you.

Speaker speaker\_1: ... um, specific you need to speak with her about?

Speaker speaker\_2: Well, she said that she would help me do the benefits. Um, we had started some of it, but, um, I was gonna ask her some more questions about it.

Speaker speaker\_1: Okay, bears me one moment. I'm gonna place you on a brief hold.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: Thank you so much for holding, Miss Ortiz. Give me one moment. I'll go ahead and transfer you over, okay?

Speaker speaker\_2: Thank you.

Speaker speaker\_1: No problem. Thank you for calling.

Speaker speaker\_2: Mm-hmm. Thank you.