

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, with Ms. Wright? This is she. Hi, my name is Pearl. I'm calling from Benefits InterCard on behalf of your staffing agency, um, PRC Staffing. Mm-hmm. If I can do your address, advisor, the call is being recorded for quality and security purposes. Um, we received your... We're processing returned mail this morning and we received your card back. It states that it was returned because there was no mail reciprocal. You're saying my Benefit card? Yes. Um... Can you confirm your address? It says something... It says that it... there was no mail reciprocal. There's no mailbox for them to put it in. Yeah. Okay. So I think y'all probably sent it to my house. I have a post... a, a PO. So it's PO box 292 Wagner, South Carolina, 29164. Okay. I'll go ahead and send it out to that PO box because yeah, we did receive it back. We're just waiting to get it to you. Okay. You can keep that on file because that is where I um, get my mail if you guys ever have to send me anything else. Okay then, I'll go ahead and update it on your account as well. Okay. Thank you. Thank you so much for attending my call. You have a great day. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, with Ms. Wright?

Speaker speaker_2: This is she.

Speaker speaker_1: Hi, my name is Pearl. I'm calling from Benefits InterCard on behalf of your staffing agency, um, PRC Staffing.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: If I can do your address, advisor, the call is being recorded for quality and security purposes. Um, we received your... We're processing returned mail this morning and we received your card back. It states that it was returned because there was no mail reciprocal.

Speaker speaker_2: You're saying my Benefit card?

Speaker speaker_1: Yes.

Speaker speaker_2: Um...

Speaker speaker_1: Can you confirm your address? It says something... It says that it... there was no mail reciprocal. There's no mailbox for them to put it in.

Speaker speaker_2: Yeah. Okay. So I think y'all probably sent it to my house. I have a post... a, a PO. So it's PO box 292 Wagner, South Carolina, 29164.

Speaker speaker_1: Okay. I'll go ahead and send it out to that PO box because yeah, we did receive it back. We're just waiting to get it to you.

Speaker speaker_2: Okay. You can keep that on file because that is where I um, get my mail if you guys ever have to send me anything else.

Speaker speaker_1: Okay then, I'll go ahead and update it on your account as well.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: Thank you so much for attending my call. You have a great day.

Speaker speaker_2: Bye-bye.