

Transcript: Pearl

Rojas-4833030420873216-5093171187728384

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who can I assist who I speak with? Um, my name is Tisha Tate. Mm-hmm. How can I assist you? Um, I was calling because I have the insurance through my job but I didn't receive a card. Okay. What's the name of the company that you work for? Um, Ultratech 3. And the last four digits of your social? 8915. All right. And if you can confirm your address and date of birth. Uh, my birthday is June 8th, 1995 and I think the address I have on their account is 2235 Hillgate Drive, Park Four Seven Eight. What's the city and state? Montgomery, Alabama 36115. Okay. And you said you're born in '95? Ma'am? You said your date of birth is 1995, the year? 1994. Okay. And I have your phone number as 330-544-6384? Uh-huh. And I have your email address as tishatate0@gmail.com? Yes, ma'am. All righty. And you haven't received either of your cards? No, ma'am. Okay. So do as you like. I can get you virtual copy sent to your email. Yes. Is, uh... And is the name of the insurance Benefits in a Card? No, ma'am. Your dental is through American Public Life and your vision is through MetLife. Visa, MetLife. Dental American... Public Life. Public Life. Okay. Yes, ma'am. Can you email it to me, please? Of course. That email's going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder. And it'll be just a couple moments because I do have to download and send them to you, okay? Okay. That's fine. Thanks so much. Have a good day. You as well. Thank you for calling.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who can I assist who I speak with?

Speaker speaker_1: Um, my name is Tisha Tate.

Speaker speaker_0: Mm-hmm. How can I assist you?

Speaker speaker_1: Um, I was calling because I have the insurance through my job but I didn't receive a card.

Speaker speaker_0: Okay. What's the name of the company that you work for?

Speaker speaker_1: Um, Ultratech 3.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: 8915.

Speaker speaker_0: All right. And if you can confirm your address and date of birth.

Speaker speaker_1: Uh, my birthday is June 8th, 1995 and I think the address I have on their account is 2235 Hillgate Drive, Park Four Seven Eight.

Speaker speaker_0: What's the city and state?

Speaker speaker_1: Montgomery, Alabama 36115.

Speaker speaker_0: Okay. And you said you're born in '95?

Speaker speaker_1: Ma'am?

Speaker speaker_0: You said your date of birth is 1995, the year?

Speaker speaker_1: 1994.

Speaker speaker_0: Okay. And I have your phone number as 330-544-6384?

Speaker speaker_1: Uh-huh.

Speaker speaker_0: And I have your email address as tishatate0@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All righty. And you haven't received either of your cards?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: Okay. So do as you like. I can get you virtual copy sent to your email.

Speaker speaker_1: Yes. Is, uh... And is the name of the insurance Benefits in a Card?

Speaker speaker_0: No, ma'am. Your dental is through American Public Life and your vision is through MetLife.

Speaker speaker_1: Visa, MetLife. Dental American...

Speaker speaker_0: Public Life.

Speaker speaker_1: Public Life. Okay. Yes, ma'am. Can you email it to me, please?

Speaker speaker_0: Of course. That email's going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder. And it'll be just a couple moments because I do have to download and send them to you, okay?

Speaker speaker_1: Okay. That's fine. Thanks so much. Have a good day.

Speaker speaker_0: You as well. Thank you for calling.