

Transcript: Pearl

Rojas-4888096710115328-4873098147446784

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Hi, my name is... I'm sorry, what is your name? Dorcas. And how can I assist you? I'm returning the call back. Somebody called me, but did not leave a message. Okay. Do you work for a staffing agency? Yes, APC. APC? Yeah. What are the last four digits of your Social? 4727. And you said your name is Dalton? Dorcas. Oh, Dorcas. Okay, Dorcas. And can you confirm your address and date of birth for me? 12 Faragut Court, Coram, New York 11727. And your date of birth. March 24, 1990. Okay. And I have your phone number as 614-598-3707? Yes. And I have your email address as abena_duku@yahoo.com? Yes, ma'am. All righty. So we're the healthcare administrators for your staffing agency. We take care of the, um, enrollments, uh, changes, stuff like that. It looks like... Give me one moment. Let me take a look at see what, what is here. Okay. So we were... They were just returning the call to you. You had gave us a call, um, on the 14th that your last name was spelled wrong. Mm-hmm. And they just wanted to let you know that that has been, um, updated in the... in all systems and new cards have been sent to your email address. Can you confirm what you have for me to see? For the email... For the... I'm sorry, for your last name or for your email address? Last name. We have it. D-U-K-U hyphen A-M-O-A-H. Yes. And the first is D-O-R-C-A-N? Yes, ma'am. Okay, thank you. No problem. Thank you for calling. You have a great day. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_2: Hi, my name is...

Speaker speaker_1: I'm sorry, what is your name?

Speaker speaker_2: Dorcas.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: I'm returning the call back. Somebody called me, but did not leave a message.

Speaker speaker_1: Okay. Do you work for a staffing agency?

Speaker speaker_2: Yes, APC.

Speaker speaker_1: APC?

Speaker speaker_2: Yeah.

Speaker speaker_1: What are the last four digits of your Social?

Speaker speaker_2: 4727.

Speaker speaker_1: And you said your name is Dalton?

Speaker speaker_2: Dorcas.

Speaker speaker_1: Oh, Dorcas. Okay, Dorcas. And can you confirm your address and date of birth for me?

Speaker speaker_2: 12 Faragut Court, Coram, New York 11727.

Speaker speaker_1: And your date of birth.

Speaker speaker_2: March 24, 1990.

Speaker speaker_1: Okay. And I have your phone number as 614-598-3707?

Speaker speaker_2: Yes.

Speaker speaker_1: And I have your email address as abena_duku@yahoo.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All righty. So we're the healthcare administrators for your staffing agency. We take care of the, um, enrollments, uh, changes, stuff like that. It looks like... Give me one moment. Let me take a look at see what, what is here. Okay. So we were... They were just returning the call to you. You had gave us a call, um, on the 14th that your last name was spelled wrong.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And they just wanted to let you know that that has been, um, updated in the... in all systems and new cards have been sent to your email address.

Speaker speaker_2: Can you confirm what you have for me to see?

Speaker speaker_1: For the email... For the... I'm sorry, for your last name or for your email address?

Speaker speaker_2: Last name.

Speaker speaker_1: We have it. D-U-K-U hyphen A-M-O-A-H.

Speaker speaker_2: Yes. And the first is D-O-R-C-A-N?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: No problem. Thank you for calling. You have a great day.

Speaker speaker_2: You too. Bye-bye.