

## Transcript: Pearl

**Rojas-5065445956599808-4548695187996672**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi. Thank you for calling Benefits in a Card. My name is Pearl. Yes, hello? Hi. I was just put on hold? Yes. This is Pearl. Do you have to speak with me? Oh, yes, um, I was trying to... D- do you remember just calling me and telling me about the, um, needing to submit my, um, my card? Um, what's your name? Dominique Everett. Um, I do remember speaking to you earlier today. Okay, yes. Just a few minutes ago. But anyway- Okay. ... um, yes, I s- I need a new link to submit the thing, 'cause I submitted... I, it was two cards, so I wanted to submit 'em both, just in case. Where did you submit your cards? To that link you sent, but I can only submit one thing, so I need another link. Okay, I'm not sure what link you're talking about. I know I sent you an email so you could send us, um, screenshots of the text messages, but I didn't send a, a, a link. No, somebody else just called me. And, and... Oh, oh, our number? And I was told by Francesca. Yeah, her name was Francesca or something, or Francis or something. Started with an F. Okay, give me one moment. I'm gonna place you on a brief hold. Oh my God, I'm gonna have to pay. Yeah. What? I don't understand. What's wrong? Oh. Mm-hmm. Mm-hmm. Mm-hmm. Thank you so much for holding, Mr. Everett. And can you, uh, remind me what the name of your staffing agency is? TRC Staffing. Oh, and the last four digits of your Social? 94118. 5418- 94118. 94118. Okay. And if you can confirm your address and date of birth. 1742 Nazareth Road, Lexington, South Carolina, 29073, 06/24/2003. Okay. And I have your phone number as 490-8496. Mm-hmm. Yes, ma'am. Okay. So I'm not... And, uh, the link was to your email? No, the link was to my phone number. Okay, it was a text message. Yeah. So I can, uh, upload my insurance card so they can find a, a psychology assistant for me. Okay. Give me one moment. Bye. Hmm. I'm not... I'm not sure what link they sent you, um... I can read it to you. It's <http://benefitsinacard.com/insurance/upload> and then a bunch of numbers and letters. Hmm. Okay. And when you click on that, it's not letting you do anything else? No. It- it says, "Looks like something went wrong. The details of this error have been logged and forwarded to our team." Okay. So what I would just do is I would just wait for them to give you a call. Um, they should be giving you a call to schedule that appointment that you're needing. Um, but yeah, I'm... That's- that's what I would- Mm-hmm. That's all we could recommend, really. The reason why it has our number on those text messages, um, is because that's the number they use to do their calls. Um, but they should reach out whi- they should reach out to you about your, um, referral or if they need any more information. All right. Thank you. No problem. Thank you so much for calling. You have a great day.

### Conversation Format

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

Speaker speaker\_1: Hi. Thank you for calling Benefits in a Card. My name is Pearl.

Speaker speaker\_2: Yes, hello?

Speaker speaker\_1: Hi.

Speaker speaker\_2: I was just put on hold?

Speaker speaker\_1: Yes. This is Pearl. Do you have to speak with me?

Speaker speaker\_2: Oh, yes, um, I was trying to... D- do you remember just calling me and telling me about the, um, needing to submit my, um, my card?

Speaker speaker\_1: Um, what's your name?

Speaker speaker\_2: Dominique Everett.

Speaker speaker\_1: Um, I do remember speaking to you earlier today.

Speaker speaker\_2: Okay, yes. Just a few minutes ago. But anyway-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... um, yes, I s- I need a new link to submit the thing, 'cause I submitted... I, it was two cards, so I wanted to submit 'em both, just in case.

Speaker speaker\_1: Where did you submit your cards?

Speaker speaker\_2: To that link you sent, but I can only submit one thing, so I need another link.

Speaker speaker\_1: Okay, I'm not sure what link you're talking about. I know I sent you an email so you could send us, um, screenshots of the text messages, but I didn't send a, a, a link.

Speaker speaker\_2: No, somebody else just called me.

Speaker speaker\_1: And, and... Oh, oh, our number?

Speaker speaker\_2: And I was told by Francesca. Yeah, her name was Francesca or something, or Francis or something. Started with an F.

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

Speaker speaker\_2: Oh my God, I'm gonna have to pay.

Speaker speaker\_3: Yeah.

Speaker speaker\_2: What? I don't understand. What's wrong? Oh. Mm-hmm. Mm-hmm. Mm-hmm.

Speaker speaker\_1: Thank you so much for holding, Mr. Everett. And can you, uh, remind me what the name of your staffing agency is?

Speaker speaker\_2: TRC Staffing.

Speaker speaker\_1: Oh, and the last four digits of your Social?

Speaker speaker\_2: 94118.

Speaker speaker\_1: 5418-

Speaker speaker\_2: 94118.

Speaker speaker\_1: 94118. Okay. And if you can confirm your address and date of birth.

Speaker speaker\_2: 1742 Nazareth Road, Lexington, South Carolina, 29073, 06/24/2003.

Speaker speaker\_1: Okay. And I have your phone number as 490-8496.

Speaker speaker\_2: Mm-hmm. Yes, ma'am.

Speaker speaker\_4: Okay. So I'm not... And, uh, the link was to your email?

Speaker speaker\_2: No, the link was to my phone number.

Speaker speaker\_4: Okay, it was a text message.

Speaker speaker\_2: Yeah. So I can, uh, upload my insurance card so they can find a, a psychology assistant for me.

Speaker speaker\_4: Okay. Give me one moment.

Speaker speaker\_2: Bye.

Speaker speaker\_1: Hmm. I'm not... I'm not sure what link they sent you, um...

Speaker speaker\_2: I can read it to you. It's <http://benefitsinacard.com/insurance/upload> and then a bunch of numbers and letters.

Speaker speaker\_1: Hmm. Okay. And when you click on that, it's not letting you do anything else?

Speaker speaker\_2: No. It- it says, "Looks like something went wrong. The details of this error have been logged and forwarded to our team."

Speaker speaker\_1: Okay. So what I would just do is I would just wait for them to give you a call. Um, they should be giving you a call to schedule that appointment that you're needing. Um, but yeah, I'm... That's- that's what I would-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: That's all we could recommend, really. The reason why it has our number on those text messages, um, is because that's the number they use to do their calls. Um, but they should reach out whi- they should reach out to you about your, um, referral or if they need any more information.

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_1: No problem. Thank you so much for calling. You have a great day.