

## **Transcript: Pearl**

**Rojas-5181226792730624-6164763616428032**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. This is Antoine Burrell. I'm not here at the time. Please leave your name and a message, and I will get back to you. Thank you. Hi, good afternoon. This call is for Mr. Burrell. My name is Pearl calling from Benefit in a Card, calling on behalf of your staff, an agency of surge staffing. We are processing return mail this morning, and your benefit card came back as a no-mail reciprocal, unable to forward. So we're just calling to see if we can either get a updated address or something fixed so we can get your cards back sent out to you. So you can give us a call Monday to Friday, 8:00 AM to 8:00 PM Eastern Standard Time at 800-497-4856 and any agency too. We'll be able to help you with this process.

### **Conversation Format**

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

Speaker speaker\_1: This is Antoine Burrell. I'm not here at the time. Please leave your name and a message, and I will get back to you. Thank you.

Speaker speaker\_2: Hi, good afternoon. This call is for Mr. Burrell. My name is Pearl calling from Benefit in a Card, calling on behalf of your staff, an agency of surge staffing. We are processing return mail this morning, and your benefit card came back as a no-mail reciprocal, unable to forward. So we're just calling to see if we can either get a updated address or something fixed so we can get your cards back sent out to you. So you can give us a call Monday to Friday, 8:00 AM to 8:00 PM Eastern Standard Time at 800-497-4856 and any agency too. We'll be able to help you with this process.