

Transcript: Pearl

Rojas-5245511108968448-5773441375453184

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 does- who else you speaking with? Pearl, hi. My name is Victoria Ramirez, R-A-M-I-R-E-Z. And how can I assist you, Ms. Ramirez? Um, I was an employee. I'm a retired employee from Allstate. I was wondering if I could get a profit letter sent out, um, to my address? I'm gonna be moving and I need proof of, um, um, proof of payment. Is it your, uh, previous employee with Allstate? Yeah. We don't work with Allstate. We do healthcare for staffing agencies. That's so funny, I just got off the phone with Allstate and this is the number they gave me. Okay, thank you so much. No problem. Have a great day. You too.

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 does- who else you speaking with?

Speaker speaker_2: Pearl, hi. My name is Victoria Ramirez, R-A-M-I-R-E-Z.

Speaker speaker_1: And how can I assist you, Ms. Ramirez?

Speaker speaker_2: Um, I was an employee. I'm a retired employee from Allstate. I was wondering if I could get a profit letter sent out, um, to my address? I'm gonna be moving and I need proof of, um, um, proof of payment.

Speaker speaker_1: Is it your, uh, previous employee with Allstate?

Speaker speaker_2: Yeah.

Speaker speaker_1: We don't work with Allstate. We do healthcare for staffing agencies.

Speaker speaker_2: That's so funny, I just got off the phone with Allstate and this is the number they gave me. Okay, thank you so much.

Speaker speaker_1: No problem. Have a great day.

Speaker speaker_2: You too.