

Transcript: Pearl

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Full Transcript

Hi good morning thank you for calling Benefits in a Card my name is Pearl who do I have the pleasure of speaking with? Uh Nicole Fore, N-I-C-O-L-E F-O-R-E. And how can I assist you? Yes ma'am I wanted to know if my uh card was sent through the mail yet or if it's processing or whatever. Okay what's the name of the company you work for? Mega Force. And the last four digits of your social? 0919. All right and if you can confirm your address and date of birth. 7860 Aubrey Drive, A-U-B-R-E-Y Drive, Gibson North Carolina. And you said date of birth? Yes ma'am. January 29 1996. Great I have your phone number as 9105042083. Yes, ma'am. And I have your email address as forenicole8@gmail.com? Yes, ma'am. Okay so your coverage has been active this is going on the second week so you should have received your cards um last week. I'm going to take a look and see if there is a virtual copy ready and I can send that to your email. Okay um I was about to say if it wasn't I checked the mail last weekend the weekend and ain't nothing came yet but I didn't check it yesterday. Yesterday was Monday right? I didn't check it yesterday but I can call my mother and her. But I been watching the mail I been checking the mail and nothing came yet. Okay But if you could send any way that I could show my dentist you know what I mean that would be great. Yes of course give me one second let me see if its ready virtually. Okay yep it is ready virtually so I'll go ahead and get that sent to your email its going to come from info@benefitsinacard.com it should go to your inbox if you don't see it in your inbox check your spam or junk folder. Okay um I was about to say y'all can only send it through the mail one time I'm just asking just in case I can't No you can request another physical be sent. You said you can? Yes I can request another physical be sent. Okay just in case they can't find that one and uh thank you for sending it through email that will be good too. Yes no problem so I went ahead and sent it um so it should be in your email shortly do you have any other questions? No ma'am that's it. All right well thank you so much for calling you have a great day. You too.

Conversation Format

Speaker speaker_0: Hi good morning thank you for calling Benefits in a Card my name is Pearl who do I have the pleasure of speaking with?

Speaker speaker_1: Uh Nicole Fore, N-I-C-O-L-E F-O-R-E.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Yes ma'am I wanted to know if my uh card was sent through the mail yet or if it's processing or whatever.

Speaker speaker_0: Okay what's the name of the company you work for?

Speaker speaker_1: Mega Force.

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

Speaker speaker_1: 0919.

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

Speaker speaker_1: 7860 Aubrey Drive, A-U-B-R-E-Y Drive, Gibson North Carolina. And you said date of birth?

Speaker speaker_0: Yes ma'am.

Speaker speaker_1: January 29 1996.

Speaker speaker_0: Great I have your phone number as 9105042083.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have your email address as forenicole8@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay so your coverage has been active this is going on the second week so you should have received your cards um last week. I'm going to take a look and see if there is a virtual copy ready and I can send that to your email.

Speaker speaker_1: Okay um I was about to say if it wasn't I checked the mail last weekend the weekend and ain't nothing came yet but I didn't check it yesterday. Yesterday was Monday right? I didn't check it yesterday but I can call my mother and her. But I been watching the mail I been checking the mail and nothing came yet.

Speaker speaker_0: Okay

Speaker speaker_1: But if you could send any way that I could show my dentist you know what I mean that would be great.

Speaker speaker_0: Yes of course give me one second let me see if its ready virtually. Okay yep it is ready virtually so I'll go ahead and get that sent to your email its going to come from info@benefitsinacard.com it should go to your inbox if you don't see it in your inbox check your spam or junk folder.

Speaker speaker_1: Okay um I was about to say y'all can only send it through the mail one time I'm just asking just in case I can't No you can request another physical be sent. You said you can?

Speaker speaker_0: Yes I can request another physical be sent.

Speaker speaker_1: Okay just in case they can't find that one and uh thank you for sending it through email that will be good too.

Speaker speaker_0: Yes no problem so I went ahead and sent it um so it should be in your email shortly do you have any other questions?

Speaker speaker_1: No ma'am that's it.

Speaker speaker_0: All right well thank you so much for calling you have a great day.

Speaker speaker_1: You too.