

Transcript: Pearl

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Full Transcript

Hi. Good morning. Thank you for calling Benefits and a Card. My name is Pearl. Who can I have the pleasure of speaking with? Hi. My name is Samantha Hunter. And how can I assist you? Um, can I... Would you be able to tell me what my ID number is and my group, my group number is? Of course. What's the name of the staffing agency you work for? Mancan. And the last 40 digits of your Social? It's 6368. All righty. And, Miss Samantha Hunter, maybe you can verify your address and date of birth for me. It's 510 Mitchell Avenue, Mount Vernon, Ohio 43050. August 18th, 2000. Okay. And I have your phone number at 501-7267, uh, 7217? Yes, ma'am. And I have your email address as sammyandhunter18@gmail.com? Yep. Okay. So taking a look at your account, your coverage just became active today so there's not any information that's ready. They just started processing and, and making your accounts. Um, if you'd like, you can give us a call about Wednesday, Thursday, and there should be at least virtual copies of your cards or at least policy numbers ready by those days, by one of those dates. Okay. Thank you. No problem. Thank you so much for calling. You have a great day.

Conversation Format

Speaker speaker_0: Hi. Good morning. Thank you for calling Benefits and a Card. My name is Pearl. Who can I have the pleasure of speaking with?

Speaker speaker_1: Hi. My name is Samantha Hunter.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, can I... Would you be able to tell me what my ID number is and my group, my group number is?

Speaker speaker_0: Of course. What's the name of the staffing agency you work for?

Speaker speaker_1: Mancan.

Speaker speaker_0: And the last 40 digits of your Social?

Speaker speaker_1: It's 6368.

Speaker speaker_0: All righty. And, Miss Samantha Hunter, maybe you can verify your address and date of birth for me.

Speaker speaker_1: It's 510 Mitchell Avenue, Mount Vernon, Ohio 43050. August 18th, 2000.

Speaker speaker_0: Okay. And I have your phone number at 501-7267, uh, 7217?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have your email address as sammyandhunter18@gmail.com?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. So taking a look at your account, your coverage just became active today so there's not any information that's ready. They just started processing and, and making your accounts. Um, if you'd like, you can give us a call about Wednesday, Thursday, and there should be at least virtual copies of your cards or at least policy numbers ready by those days, by one of those dates.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: No problem. Thank you so much for calling. You have a great day.