

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? My name is Antonio Arrington. And I'm hearing- Good morning, Pearl. How are you doing? I'm good. And yourself? I'm doing fine, Pearl. I have ran into a little bit of a problem. I was hoping that maybe you can fix it for me. Okay. Okay. Well, all right. Fact of the matter is, uh, I'm from out of the state of Mississippi. Okay? But I have moved here to the State of Illinois. I am working with, um, through the company of, uh, Innovative Staff Solutions with Nasco Industries in Nashville, Illinois. All right? Now, the problem at hand is... well, it's not really a problem. Um, I kind of need you guys to, uh, email me a, like a temporary insurance card until I can get my real card, because the address that I had on file was a Mississippi address and I'm pretty sure that if you guys send my insurance card, it was there. Okay. No worries. I can definitely see to that. What is... you said you're working with which company? I'm working, uh, with, uh, Innovative Staff Solutions, but I'm working, um, at Nasco Industries in Nashville, Illinois. Okay, what are the last four- I- ... digits of your Social? 3344. All right. Yes, I had a, a vision exam this morning and I guess they wanted to make sure everything was on the up and up before they proceed it. So, I just wanted to check in with you guys to see if you guys can send me a, you know, like email me a card. I can give you my email address so that way- Okay. What is- ... I can give it to them. Okay. What is your address and date of birth? My address is, um, I would be probably my mom's address because I don't yet have a place to stay out here yet. I've been staying with a friend. Um, 1039 Berthadale Road, McComb, Mississippi 39648. And my date of birth will be 2/18/94. All righty. And I have your phone number as 601-814-1321. No, ma'am. Uh, I recently got that number changed. I don't know what was going on with, uh, the Straight Talk company, but it was some issue they had where I guess it kind of deplemented my SIM card. So I had to go get a whole new phone through a whole different company. So, uh, if you'd like a update on my phone number, my phone number now, it will be... are you ready? Yep. Go ahead. 618- Okay. Okay. 314-7205. Okay. And I have your email address as antonioarrington49@gmail.com? That is, yes, the same. Yes, ma'am. All righty. And you are active. I can go ahead and send you a copy of your vision card to your, um, to your email address. It's going to come from info@benefitsinacard.com. Okay. You should see it in your inbox. If you don't see it in your inbox, try that spam or junk folder. Okay? Okay. Okay. Um- Is there anything else I can assist you with today? Did you want just your vision card? Uh, you can send, you can send the medical card, too. Or, you know, or whatever, um... wait. What did you say that was going to be under? Info@benefitsinacard.com. Um, but I am just sending that email right now. That's why I was asking if you wanted me to go ahead, um, and see if any other, your other cards are ready or if you wanted to just do your vision for now. Uh... yeah, you can send, you can

send the other cards. That way I, I have them on hand and I don't have to call you guys back. Okay. Just in case I want to, you know, go get a physical or something. I don't know. All righty. And they need to be sent. I'll go ahead and take a look and see if they're ready. If they are ready to be downloaded and sent, I'll go ahead and get them sent to you. Like I said, it'll come from info@benefitsinacard.com. Okay. Thank you. No problem. Is there anything else I can assist you with today? No, ma'am. That will be all. Thank you, Pearl. You've been a great help. Thank you. Thank you so much for calling. Have a good day. Yes, ma'am. You, too. Huh?

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: 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_2: My name is Antonio Arrington.

Speaker speaker_1: And I'm hearing-

Speaker speaker_2: Good morning, Pearl. How are you doing?

Speaker speaker_1: I'm good. And yourself?

Speaker speaker_2: I'm doing fine, Pearl. I have ran into a little bit of a problem. I was hoping that maybe you can fix it for me.

Speaker speaker_1: Okay.

Speaker speaker_2: Okay. Well, all right. Fact of the matter is, uh, I'm from out of the state of Mississippi. Okay? But I have moved here to the State of Illinois. I am working with, um, through the company of, uh, Innovative Staff Solutions with Nasco Industries in Nashville, Illinois. All right? Now, the problem at hand is... well, it's not really a problem. Um, I kind of need you guys to, uh, email me a, like a temporary insurance card until I can get my real card, because the address that I had on file was a Mississippi address and I'm pretty sure that if you guys send my insurance card, it was there.

Speaker speaker_1: Okay. No worries. I can definitely see to that. What is... you said you're working with which company?

Speaker speaker_2: I'm working, uh, with, uh, Innovative Staff Solutions, but I'm working, um, at Nasco Industries in Nashville, Illinois.

Speaker speaker_1: Okay, what are the last four-

Speaker speaker_2: I-

Speaker speaker_1: ... digits of your Social?

Speaker speaker_2: 3344.

Speaker speaker_1: All right.

Speaker speaker_2: Yes, I had a, a vision exam this morning and I guess they wanted to make sure everything was on the up and up before they proceed it. So, I just wanted to check in with you guys to see if you guys can send me a, you know, like email me a card. I can give you my email address so that way-

Speaker speaker_1: Okay. What is-

Speaker speaker_2: ... I can give it to them.

Speaker speaker_1: Okay. What is your address and date of birth?

Speaker speaker_2: My address is, um, I would be probably my mom's address because I don't yet have a place to stay out here yet. I've been staying with a friend. Um, 1039 Berthadale Road, McComb, Mississippi 39648. And my date of birth will be 2/18/94.

Speaker speaker_1: All righty. And I have your phone number as 601-814-1321.

Speaker speaker_2: No, ma'am. Uh, I recently got that number changed. I don't know what was going on with, uh, the Straight Talk company, but it was some issue they had where I guess it kind of deplemented my SIM card. So I had to go get a whole new phone through a whole different company. So, uh, if you'd like a update on my phone number, my phone number now, it will be... are you ready?

Speaker speaker_1: Yep. Go ahead.

Speaker speaker_2: 618-

Speaker speaker_1: Okay.

Speaker speaker_2: Okay. 314-7205.

Speaker speaker_1: Okay. And I have your email address as antonioarrington49@gmail.com?

Speaker speaker_2: That is, yes, the same. Yes, ma'am.

Speaker speaker_1: All righty. And you are active. I can go ahead and send you a copy of your vision card to your, um, to your email address. It's going to come from info@benefitsinacard.com.

Speaker speaker_2: Okay.

Speaker speaker_1: You should see it in your inbox. If you don't see it in your inbox, try that spam or junk folder. Okay?

Speaker speaker_2: Okay. Okay. Um-

Speaker speaker_1: Is there anything else I can assist you with today? Did you want just your vision card?

Speaker speaker_2: Uh, you can send, you can send the medical card, too. Or, you know, or whatever, um... wait. What did you say that was going to be under?

Speaker speaker_1: Info@benefitsinacard.com. Um, but I am just sending that email right now. That's why I was asking if you wanted me to go ahead, um, and see if any other, your other cards are ready or if you wanted to just do your vision for now.

Speaker speaker_2: Uh... yeah, you can send, you can send the other cards. That way I, I have them on hand and I don't have to call you guys back.

Speaker speaker_1: Okay.

Speaker speaker_2: Just in case I want to, you know, go get a physical or something. I don't know.

Speaker speaker_1: All righty.

Speaker speaker_2: And they need to be sent.

Speaker speaker_1: I'll go ahead and take a look and see if they're ready. If they are ready to be downloaded and sent, I'll go ahead and get them sent to you. Like I said, it'll come from info@benefitsinacard.com.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: No problem. Is there anything else I can assist you with today?

Speaker speaker_2: No, ma'am. That will be all. Thank you, Pearl. You've been a great help.

Speaker speaker_1: Thank you. Thank you so much for calling. Have a good day.

Speaker speaker_2: Yes, ma'am. You, too. Huh?