

Transcript: Pearl

Rojas-5436452308041728-6405520049618944

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. Thank you for calling Benefits CenterCard. My name is Pearl. Who do I have the pleasure of speaking with? Uh, my, my name's Russ Caswell. And how can I assist you? I want to know why I don't have any insurance. Okay. What's the name of this company you say you work for? Excuse me? I'm sorry. Um... Well, I, I, I believe it's u- I guess I've got the wrong insurance company. Thank you. No problem. You have a great day.

Conversation Format

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

Speaker speaker_1: Good afternoon. Thank you for calling Benefits CenterCard. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_2: Uh, my, my name's Russ Caswell.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: I want to know why I don't have any insurance.

Speaker speaker_1: Okay. What's the name of this company you say you work for?

Speaker speaker_2: Excuse me?

Speaker speaker_1: I'm sorry. Um...

Speaker speaker_2: Well, I, I, I believe it's u- I guess I've got the wrong insurance company. Thank you.

Speaker speaker_1: No problem. You have a great day.