

Transcript: Pearl

Rojas-5523493163941888-5438456099815424

Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who am I speaking with? Uh, Shemar Little. How may I assist you? Uh, yes, I was calling, uh, to see, like, when would I receive my Benefit cards? Okay. After, uh, we seen the first deduction on your payroll? Yeah. I, I done had two deductions. Okay, can you say wherefor? Uh, MAU. And the last four digits of your social? 5932. And if you can verify your address and date of birth for me? Uh, 4247 Lafayette Court, Erlanger, Kentucky, 41018. Uh, my date of birth is January 14th, 1990. Okay, and your phone number is 513-478-8845? Yes. And I have your email address as, uh, Shemar e... Whoa. So, Shemar- ... I-N-L-A-P-R-I 90@icloud.com? Yes. Okay. So it looks like you became active Monday, and you haven't received neither your medical or your dental? No. You should have received that by this weekend. I guess they, like, they send you virtual copies to your email while the physical dental card arrives. The medical doesn't receive a physical. I can request one, but they originally send out, uh, virtual copies to your email. Okay, you can send out the virtual copies to my email. Okay. Did you want me to request a physical medical card be sent to you? Well, 'cause if, if I have it on my virtual, I can, like, save it into my documents. That'll be fine. Okay, I'll go ahead and get those sent to you. It's gonna come from info@benefitsinacard.com. They should go to your inbox. If you don't see them in your inbox, try your spam and junk folder. And it'll be just a moment, um, while I go ahead and get those downloaded and sent to you. Okay. Thank you so much. No problem. Thank you so much for calling. You have a great day. You too.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who am I speaking with?

Speaker speaker_1: Uh, Shemar Little.

Speaker speaker_0: How may I assist you?

Speaker speaker_1: Uh, yes, I was calling, uh, to see, like, when would I receive my Benefit cards?

Speaker speaker_0: Okay. After, uh, we seen the first deduction on your payroll?

Speaker speaker_1: Yeah. I, I done had two deductions.

Speaker speaker_0: Okay, can you say wherefor?

Speaker speaker_1: Uh, MAU.

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

Speaker speaker_1: 5932.

Speaker speaker_0: And if you can verify your address and date of birth for me?

Speaker speaker_1: Uh, 4247 Lafayette Court, Erlanger, Kentucky, 41018. Uh, my date of birth is January 14th, 1990.

Speaker speaker_0: Okay, and your phone number is 513-478-8845?

Speaker speaker_1: Yes.

Speaker speaker_0: And I have your email address as, uh, Shemar e... Whoa. So, Shemar- ... I-N-L-A-P-R-I 90@icloud.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So it looks like you became active Monday, and you haven't received neither your medical or your dental?

Speaker speaker_1: No.

Speaker speaker_0: You should have received that by this weekend. I guess they, like, they send you virtual copies to your email while the physical dental card arrives. The medical doesn't receive a physical. I can request one, but they originally send out, uh, virtual copies to your email.

Speaker speaker_1: Okay, you can send out the virtual copies to my email.

Speaker speaker_0: Okay. Did you want me to request a physical medical card be sent to you?

Speaker speaker_1: Well, 'cause if, if I have it on my virtual, I can, like, save it into my documents. That'll be fine.

Speaker speaker_0: Okay, I'll go ahead and get those sent to you. It's gonna come from info@benefitsinacard.com. They should go to your inbox. If you don't see them in your inbox, try your spam and junk folder. And it'll be just a moment, um, while I go ahead and get those downloaded and sent to you.

Speaker speaker_1: Okay. Thank you so much.

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

Speaker speaker_1: You too.