

Transcript: Pearl

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Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who can I have the pleasure of speaking with? Hey, Pearl. My name is Michael Barbano. Um, what is the quickest way to get into my account? What information do you need? Uh, the name of the staff agencies you work for and the last four digits of your social. Creative Circle, and the last four are 7101. All right. And your address and date of birth? 7-22-77, and my address, um, is 505 East 40th Street, Savannah, Georgia 31401. All righty. And how can I assist you? Uh, so I'm here at my, like, pre-colonoscopy appointment, and this is the first time I've been here. And they're saying they need a copy of my card to see me today, which is so stupid because they're not doing anything today. They're just, like, telling me what I need to be prepared for. Anyway, they're not gonna... uh, I drove two hours to get to my appointment, and they're saying they're not gonna see me without a copy, and I don't have a copy of my card. And I'm, I was too, uh, too stupid to take a picture of, like, the things that you guys sent me in the mail. So, can you email them or can you email me real quick and I can just show them, or somehow they need this for preparedness? On that right now- My concern. No, we're in on that right now. Let me get that downloaded for you and I'll get that sent over to your email. It's gonna come from- Okay. ... info@benefitsinacard.com. Should go to your inbox. If you don't see it in your inbox, check Spam or Junk folder. Okay. And it'll be ready in maybe about three minutes while I download it and get it sent to you. Okay, great. And it'll just be... Yeah. This, it'll be all my information I need? It'll be the card exactly, just in virtual form. Perfect. Is there- Can you hear me? ... a way that you... Yeah. Okay. Email address and you can go ahead. Yep. You got it. BDBarbano@gmail.com? It's M as in Michael, D as in David, Barbano, @gmail.com. Is that what you have? Yes, sir. MDBarbano at gmail. That's perfect. All righty. I'll get that sent over to you in just a moment here. Do you have any other questions? No. Thank you so much, Pearl. I appreciate it. No problem. You have a great day. Okay. You too. All right.

Conversation Format

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

Speaker speaker_1: Hey, Pearl. My name is Michael Barbano. Um, what is the quickest way to get into my account? What information do you need?

Speaker speaker_0: Uh, the name of the staff agencies you work for and the last four digits of your social.

Speaker speaker_1: Creative Circle, and the last four are 7101.

Speaker speaker_0: All right. And your address and date of birth?

Speaker speaker_1: 7-22-77, and my address, um, is 505 East 40th Street, Savannah, Georgia 31401.

Speaker speaker_0: All righty. And how can I assist you?

Speaker speaker_1: Uh, so I'm here at my, like, pre-colonoscopy appointment, and this is the first time I've been here. And they're saying they need a copy of my card to see me today, which is so stupid because they're not doing anything today. They're just, like, telling me what I need to be prepared for. Anyway, they're not gonna... uh, I drove two hours to get to my appointment, and they're saying they're not gonna see me without a copy, and I don't have a copy of my card. And I'm, I was too, uh, too stupid to take a picture of, like, the things that you guys sent me in the mail. So, can you email them or can you email me real quick and I can just show them, or somehow they need this for preparedness?

Speaker speaker_0: On that right now-

Speaker speaker_1: My concern.

Speaker speaker_0: No, we're in on that right now. Let me get that downloaded for you and I'll get that sent over to your email. It's gonna come from-

Speaker speaker_1: Okay.

Speaker speaker_0: ... info@benefitsinacard.com. Should go to your inbox. If you don't see it in your inbox, check Spam or Junk folder.

Speaker speaker_1: Okay.

Speaker speaker_0: And it'll be ready in maybe about three minutes while I download it and get it sent to you.

Speaker speaker_1: Okay, great. And it'll just be...

Speaker speaker_0: Yeah.

Speaker speaker_1: This, it'll be all my information I need?

Speaker speaker_0: It'll be the card exactly, just in virtual form.

Speaker speaker_1: Perfect. Is there-

Speaker speaker_0: Can you hear me?

Speaker speaker_1: ... a way that you... Yeah.

Speaker speaker_0: Okay.

Speaker speaker_1: Email address and you can go ahead.

Speaker speaker_0: Yep.

Speaker speaker_1: You got it.

Speaker speaker_0: BDBarbano@gmail.com?

Speaker speaker_1: It's M as in Michael, D as in David, Barbano, @gmail.com. Is that what you have?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: MDBarbano at gmail. That's perfect.

Speaker speaker_0: All righty. I'll get that sent over to you in just a moment here. Do you have any other questions?

Speaker speaker_1: No. Thank you so much, Pearl. I appreciate it.

Speaker speaker_0: No problem. You have a great day.

Speaker speaker_1: Okay. You too.

Speaker speaker_0: All right.