

## **Transcript: Pearl**

**Rojas-5542990445199360-4727366961774592**

### **Full Transcript**

Good morning. Thank you for calling Benefits in a Card. My name is Pearl Hoodeh. Who's speaking with? This is Matthew Arens. And how can I assist you? So I've got benefits with you guys but I have not received any cards yet. Okay. Have you seen the deductions on your payroll check? Yes, ma'am. All righty. Let me take a look for you. What's the name of the staff agency you work for? I work for ISS, uh, Innovative Staff Solutions. And the last four digits of your Social? 2675. All righty. And if you can confirm your address and date of birth for me. Yeah. It's 201 North Johnson Street, New Athens, Illinois, 62264 and my date of birth is 3/5/85. All righty. I have your phone number as 618-631-9317. Yep. Can I have your email address as marenn6813@gmail.com? Yes, ma'am. Okay. And you haven't received any cards at all? No. I have not. Okay. You did become active this passing Monday, the 28th. You should receive your cards by, in the mail by the end of the week. Your dental and vision and preventative health for your residence and your medical t- will go to your email. Um, but if you'd like- Okay. ... I can see if there's virtual copies ready and send them to your email or if you'd just prefer to wait for them in the mail. Uh, if you could send me a virtual copy, that way I can make some doctor's appointments, that'd be awesome. Okay. No worries. It's going to come from info@benefitsinacard.com. They should go to your inbox. If you don't see them in the inbox, try your spam or junk folder. Okay. And just give me, just give me one moment to make sure that they're able to be downloaded and then I'll send them right over. Okay. Bear with me one second. Okay. So they are able to be downloaded so I'll go ahead and it'll get, it'll take me a moment just to download those cards and get them sent to you but I'll send them right over to you in your email, okay? Awesome. Thank you so much. Thank you so much for calling. You have a great day. You too. Goodbye.

### **Conversation Format**

Speaker speaker\_0: Good morning. Thank you for calling Benefits in a Card. My name is Pearl Hoodeh. Who's speaking with?

Speaker speaker\_1: This is Matthew Arens.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: So I've got benefits with you guys but I have not received any cards yet.

Speaker speaker\_0: Okay. Have you seen the deductions on your payroll check?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All righty. Let me take a look for you. What's the name of the staff agency you work for?

Speaker speaker\_1: I work for ISS, uh, Innovative Staff Solutions.

Speaker speaker\_0: And the last four digits of your Social?

Speaker speaker\_1: 2675.

Speaker speaker\_0: All righty. And if you can confirm your address and date of birth for me.

Speaker speaker\_1: Yeah. It's 201 North Johnson Street, New Athens, Illinois, 62264 and my date of birth is 3/5/85.

Speaker speaker\_0: All righty. I have your phone number as 618-631-9317.

Speaker speaker\_1: Yep.

Speaker speaker\_0: Can I have your email address as marenn6813@gmail.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. And you haven't received any cards at all?

Speaker speaker\_1: No. I have not.

Speaker speaker\_0: Okay. You did become active this passing Monday, the 28th. You should receive your cards by, in the mail by the end of the week. Your dental and vision and preventative health for your residence and your medical t- will go to your email. Um, but if you'd like-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... I can see if there's virtual copies ready and send them to your email or if you'd just prefer to wait for them in the mail.

Speaker speaker\_1: Uh, if you could send me a virtual copy, that way I can make some doctor's appointments, that'd be awesome.

Speaker speaker\_0: Okay. No worries. It's going to come from info@benefitsinacard.com. They should go to your inbox. If you don't see them in the inbox, try your spam or junk folder.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And just give me, just give me one moment to make sure that they're able to be downloaded and then I'll send them right over.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Bear with me one second. Okay. So they are able to be downloaded so I'll go ahead and it'll get, it'll take me a moment just to download those cards and get them sent to you but I'll send them right over to you in your email, okay?

Speaker speaker\_1: Awesome. Thank you so much.

Speaker speaker\_0: Thank you so much for calling. You have a great day.

Speaker speaker\_1: You too. Goodbye.