

## **Transcript: Pearl**

**Rojas-5591095662034944-6054182122897408**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up. Good afternoon. This call is for Mr. Kale. My name is Pearl calling from Benefits in a Card, calling on behalf of your staff in the agency MAU. We are processing mail this afternoon and your benefit card was returned. So we're just calling to confirm your address. If you can give us a call Monday to Friday, 8:00 AM to 8:00 PM Eastern Standard Time to verify your address and get your card resent to you, that would be great. Thank you and have a great day.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up.

Speaker speaker\_2: Good afternoon. This call is for Mr. Kale. My name is Pearl calling from Benefits in a Card, calling on behalf of your staff in the agency MAU. We are processing mail this afternoon and your benefit card was returned. So we're just calling to confirm your address. If you can give us a call Monday to Friday, 8:00 AM to 8:00 PM Eastern Standard Time to verify your address and get your card resent to you, that would be great. Thank you and have a great day.