

Transcript: Pearl

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Full Transcript

Good morning. Thank you for calling Benefits in a Cardh. My name is Pearl. How may I assist you? Hey, this is Tyri Roy. And how can I assist you? Um, I just had a quick question. I think I just activated the My Benefits, um, this morning and I'm currently a third in queue. So, I wasn't a... We... None of us was able to find... I think they told me the actual member ID and the name of the insurance. So, I was wondering if you could help me with that. Okay. What's the name of this avenue you seek return? What did you say? Sorry? The name of this avenue you seek return? Um, M-A-U. And the last four digits of your social? 4320. Okay. If you can confirm your address and date of birth? April 10th, 1994. And your address? Oh, 407 McRoy, Mount Royal, Georgia 30655. All right. Do you have your phone number as 907-2221? Yes. And I have your email address as roy.tyri@gmail.com? Yes, ma'am. Okay, bear with me one moment. Okay. 'Cause you do have the MEC Enhanced. Ma'am? Um, no, I said you have the MEC Enhanced. So, let me get... go ahead and get your card. I can get it downloaded for you and send it to the email. Okay. That'll be perfect. Okay. The email is going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder. And it'll be just a couple moments while I get that download and then send it to you. Okay? Okay. I, I just got... Oh, no, that's the activation. This is long. Sign in successful. Sign in successful. Oh, yes. How is it? Just put it all back. Go back there. Just like it was before. I did hit... That's all right. You guys are doing okay. 706-3577-4730. Okay, and I have- No, I got updated. Yes. And that's part of the problem too is- Could you say something? I- I started getting kind of loud in here. You're fine. I have your email address as your last name.Dot.yourfirstnam@gmail.com. Um, could you say that email again? I got... My email is roy, my last name R-Y dot Tyri, T-Y-R-E @gmail.com. Yes. That is what I have. Oh, okay. I'm sorry. No, you're fine. Give me one moment. And just look at that. 706-3570-4730. Is yours pretty good? Okay, and I have- No, I got updated. Yes. And that's part of the problem too is- Could you say something? I started getting kind of loud in here. You're fine. I have your email address as your last name.Dot.yourfirstname@gmail.com. Um, could you say that email again? I got... My email is roy, my last name R-Y.Tyri, T-Y-R-E @gmail.com. Yes. So, that is what I have. Oh, okay. I'm sorry. No, you're fine. Give me one moment. And just look at that. 706-3570-4730. You got email and then it looks like your physical card is actually just sent out yesterday. So, you should be receiving that within seven business days. Okay? Okay. Pick it up. All right. Well, nope. Give me one second. I think I typed in your email wrong. Bear with me. No problem. All right. 10 seconds. Yeah. And then finally 10 seconds. Yes, yes. Okay. Well, I think that that is sent. If you want to take a look to make sure you received it. Go back in there. Okay. Yeah. Take a quick look. Here's mine, here's mine, here's mine. In the fall, in the fall, about 20 years ago. I was getting on too many debts. I was getting hired to do things. I was getting wired for new cars, just things. Is it tied to my spam as well? Yeah. Just go to your

spam or junk folder. Okay, I've got it. Okay. Um, okay. I, I received it. Thank you. No problem, sir. Thanks so much for calling. Have a great day. You too.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling Benefits in a Cardh. My name is Pearl. How may I assist you?

Speaker speaker_1: Hey, this is Tyri Roy.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I just had a quick question. I think I just activated the My Benefits, um, this morning and I'm currently a third in queue. So, I wasn't a... We... None of us was able to find... I think they told me the actual member ID and the name of the insurance. So, I was wondering if you could help me with that.

Speaker speaker_0: Okay. What's the name of this avenue you seek return?

Speaker speaker_1: What did you say? Sorry?

Speaker speaker_0: The name of this avenue you seek return?

Speaker speaker_1: Um, M-A-U.

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

Speaker speaker_1: 4320.

Speaker speaker_0: Okay. If you can confirm your address and date of birth?

Speaker speaker_1: April 10th, 1994.

Speaker speaker_0: And your address?

Speaker speaker_1: Oh, 407 McRoy, Mount Royal, Georgia 30655.

Speaker speaker_0: All right. Do you have your phone number as 907-2221?

Speaker speaker_1: Yes.

Speaker speaker_0: And I have your email address as roy.tyri@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay, bear with me one moment. Okay. 'Cause you do have the MEC Enhanced.

Speaker speaker_1: Ma'am?

Speaker speaker_0: Um, no, I said you have the MEC Enhanced. So, let me get... go ahead and get your card. I can get it downloaded for you and send it to the email.

Speaker speaker_1: Okay. That'll be perfect.

Speaker speaker_0: Okay. The email is going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder. And it'll be just a couple moments while I get that download and then send it to you. Okay?

Speaker speaker_1: Okay. I, I just got... Oh, no, that's the activation. This is long.

Speaker speaker_2: Sign in successful. Sign in successful.

Speaker speaker_3: Oh, yes.

Speaker speaker_2: How is it?

Speaker speaker_3: Just put it all back. Go back there. Just like it was before.

Speaker speaker_2: I did hit...

Speaker speaker_3: That's all right. You guys are doing okay. 706-3577-4730.

Speaker speaker_0: Okay, and I have-

Speaker speaker_3: No, I got updated. Yes. And that's part of the problem too is-

Speaker speaker_1: Could you say something? I- I started getting kind of loud in here.

Speaker speaker_0: You're fine. I have your email address as your last name.Dot.yourfirstnam@gmail.com.

Speaker speaker_3: Um, could you say that email again? I got... My email is roy, my last name R-Y dot Tyri, T-Y-R-E @gmail.com.

Speaker speaker_0: Yes. That is what I have.

Speaker speaker_3: Oh, okay. I'm sorry.

Speaker speaker_0: No, you're fine. Give me one moment.

Speaker speaker_2: And just look at that. 706-3570-4730. Is yours pretty good?

Speaker speaker_0: Okay, and I have-

Speaker speaker_2: No, I got updated. Yes. And that's part of the problem too is-

Speaker speaker_3: Could you say something? I started getting kind of loud in here.

Speaker speaker_0: You're fine. I have your email address as your last name.Dot.yourfirstname@gmail.com.

Speaker speaker_3: Um, could you say that email again? I got... My email is roy, my last name R-Y.Tyri, T-Y-R-E @gmail.com.

Speaker speaker_0: Yes. So, that is what I have.

Speaker speaker_3: Oh, okay. I'm sorry.

Speaker speaker_0: No, you're fine. Give me one moment.

Speaker speaker_2: And just look at that. 706-3570-4730. You got email and then it looks like your physical card is actually just sent out yesterday. So, you should be receiving that within seven business days. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Pick it up. All right. Well, nope. Give me one second. I think I typed in your email wrong. Bear with me.

Speaker speaker_1: No problem.

Speaker speaker_2: All right. 10 seconds.

Speaker speaker_4: Yeah.

Speaker speaker_2: And then finally 10 seconds. Yes, yes.

Speaker speaker_0: Okay. Well, I think that that is sent. If you want to take a look to make sure you received it.

Speaker speaker_2: Go back in there.

Speaker speaker_0: Okay. Yeah. Take a quick look.

Speaker speaker_2: Here's mine, here's mine, here's mine. In the fall, in the fall, about 20 years ago. I was getting on too many debts. I was getting hired to do things. I was getting wired for new cars, just things.

Speaker speaker_1: Is it tied to my spam as well?

Speaker speaker_0: Yeah. Just go to your spam or junk folder.

Speaker speaker_1: Okay, I've got it. Okay. Um, okay. I, I received it. Thank you.

Speaker speaker_0: No problem, sir. Thanks so much for calling. Have a great day.

Speaker speaker_1: You too.