

Transcript: Pearl

Rojas-5901102899576832-5896591237758976

Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl Hood. Who do I have the pleasure of speaking with? Hi. This is Ariana Chen. And how can I assist you? Hello? Hello? Hello? Can you hear me? See, it's our disconnect. No response. Oh, I'm sorry. Can you hear me? Yes. Sorry about that. Um- How can I- I haven't... Sorry. I haven't received any, um, like of my, um, insurance information, like a card or email with any of that on there. Okay. What's the name of the staff agency you work for? Uh, Doherty Staffing. And the last four digits of your Social? 3643. All righty. And if you can confirm your address and date of birth. It's going to be, um, 110 4th Street Southeast, um, that's Spencer, Iowa, uh, 51301. And your date of birth. Um, January 1, 2003. Okay. And have your phone number as 237-2858? Correct. And I have your email address as marcelluscapd@gmail.com? Correct. Okay. And you haven't received any of your cards? No. I have not. Mm-hmm. Is there an apartment number to your address? I'm sorry. Um, it's, uh, Apartment 215. Okay. We have that address correct and you became active last week. Right. Yeah. If you'd like, I can send you copies of your cards to your email. Please do. Okay. That would be great. They're going to come from info. All righty. They're going to come from info@benefitsinacard.com. They should go to your inbox. You'll see them in your inbox, check your spam or junk folder. Okay? Okay. And it'll be just a moment that I- Okay. ... download them and get them sent to you, but I'll do that right now. Okay. Perfect. Thank you so much. No problem. Thank you so much for calling. You have a great day. You too. Bye. Bye.

Conversation Format

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

Speaker speaker_1: Hi. This is Ariana Chen.

Speaker speaker_0: And how can I assist you? Hello? Hello? Hello? Can you hear me? See, it's our disconnect. No response.

Speaker speaker_1: Oh, I'm sorry. Can you hear me?

Speaker speaker_0: Yes.

Speaker speaker_1: Sorry about that. Um-

Speaker speaker_0: How can I-

Speaker speaker_1: I haven't... Sorry. I haven't received any, um, like of my, um, insurance information, like a card or email with any of that on there.

Speaker speaker_0: Okay. What's the name of the staff agency you work for?

Speaker speaker_1: Uh, Doherty Staffing.

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

Speaker speaker_1: 3643.

Speaker speaker_0: All righty. And if you can confirm your address and date of birth.

Speaker speaker_1: It's going to be, um, 110 4th Street Southeast, um, that's Spencer, Iowa, uh, 51301.

Speaker speaker_0: And your date of birth.

Speaker speaker_1: Um, January 1, 2003.

Speaker speaker_0: Okay. And have your phone number as 237-2858?

Speaker speaker_1: Correct.

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

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. And you haven't received any of your cards?

Speaker speaker_1: No. I have not.

Speaker speaker_0: Mm-hmm. Is there an apartment number to your address? I'm sorry.

Speaker speaker_1: Um, it's, uh, Apartment 215.

Speaker speaker_0: Okay. We have that address correct and you became active last week.

Speaker speaker_1: Right. Yeah.

Speaker speaker_0: If you'd like, I can send you copies of your cards to your email.

Speaker speaker_1: Please do.

Speaker speaker_0: Okay.

Speaker speaker_2: That would be great.

Speaker speaker_0: They're going to come from info. All righty. They're going to come from info@benefitsinacard.com. They should go to your inbox. You'll see them in your inbox, check your spam or junk folder. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: And it'll be just a moment that I-

Speaker speaker_1: Okay.

Speaker speaker_0: ... download them and get them sent to you, but I'll do that right now.

Speaker speaker_1: Okay. Perfect. 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. Bye.

Speaker speaker_0: Bye.