

## **Transcript: Pearl**

**Rojas-6003346268930048-4887239558610944**

### **Full Transcript**

Hi. Good morning. Thank you for calling Benefits in a Cart. My name is Pearl, and who I hope was just speaking with? Pearl, could I speak to Francesca? Of course. Who's speaking? My name is Kenneth Golf, and I just spoke to her not two minutes ago. The wrong zip code was in it to make my premium payment, and that is why it was rejected. I just looked at the email. Okay. Bear with me one moment. Let me take a look, see if she's available, okay? Okay. She's ... All righty. Give me one moment. I'll go ahead and get you right over to her, okay? Okay. Thank you. No problem.

### **Conversation Format**

Speaker speaker\_0: Hi. Good morning. Thank you for calling Benefits in a Cart. My name is Pearl, and who I hope was just speaking with?

Speaker speaker\_1: Pearl, could I speak to Francesca?

Speaker speaker\_0: Of course. Who's speaking?

Speaker speaker\_1: My name is Kenneth Golf, and I just spoke to her not two minutes ago. The wrong zip code was in it to make my premium payment, and that is why it was rejected. I just looked at the email.

Speaker speaker\_0: Okay. Bear with me one moment. Let me take a look, see if she's available, okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: She's ... All righty. Give me one moment. I'll go ahead and get you right over to her, okay?

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: No problem.