

## **Transcript: Pearl**

**Rojas-6168416553189376-4683375574695936**

### **Full Transcript**

Hi, good afternoon. card. My name is Pearl. Who else was just speaking with? How are you doing? My name is Allen McNeil. And how can I assist you? Um, I need a copy of my, um, my insurance card. Okay. What's the name of the staff agency you work for? Serge. And the last four digits of your social? 6819. Okay. Bear with me one moment. And if you can verify your address and date of birth. Uh, 304 East Starch Street, Mansfield, Ohio, 44902, 12-12-1995. Can I have your phone number as 419-612-0299? Yes. Can I have your email address as allen@... 1995@gmail.com? Correct. All righty. So you need a copy of your ID card, correct? Yeah. All righty. I'll go ahead and get one sent to you. It's gonna come from i-info-info@benefitsandcard.com. It should go to your inbox. If you don't see it in your inbox, try that spam or junk folder and it'll be just a couple moments while I get that downloaded and sent to you. Okay? Are you gonna email it to me? Yes, sir. All right, thank you. No problem. Thank you so much for calling. You have a great day. You too.

### **Conversation Format**

Speaker speaker\_0: Hi, good afternoon. card. My name is Pearl. Who else was just speaking with?

Speaker speaker\_1: How are you doing? My name is Allen McNeil.

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

Speaker speaker\_1: Um, I need a copy of my, um, my insurance card.

Speaker speaker\_0: Okay. What's the name of the staff agency you work for?

Speaker speaker\_1: Serge.

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

Speaker speaker\_1: 6819.

Speaker speaker\_0: Okay. Bear with me one moment. And if you can verify your address and date of birth.

Speaker speaker\_1: Uh, 304 East Starch Street, Mansfield, Ohio, 44902, 12-12-1995.

Speaker speaker\_0: Can I have your phone number as 419-612-0299?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Can I have your email address as allen@... 1995@gmail.com?

Speaker speaker\_1: Correct.

Speaker speaker\_0: All righty. So you need a copy of your ID card, correct?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: All righty. I'll go ahead and get one sent to you. It's gonna come from i-info- info@benefitsandcard.com. It should go to your inbox. If you don't see it in your inbox, try that spam or junk folder and it'll be just a couple moments while I get that downloaded and sent to you. Okay?

Speaker speaker\_1: Are you gonna email it to me?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: All right, thank you.

Speaker speaker\_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker\_1: You too.