

Transcript: Pearl

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Full Transcript

Hi, good morning. Thank you for calling for benefits and a card. My name is Pearl. Who the hell is I just speaking with? Yeah, this is Noel and I'm an insurance and my last name is Delta. And how can I assist you? I'm checking on client status. I'm sorry, what were you... You sound really muffled like you're far- I'm checking on client status. Okay. What's the name of the member? Yeah. What's the name of the member? Yeah, the first name is like Charles. C for Charlie, H for hotel, A for alpha, R for romeo, L for lima, E for echo, S for sam. And the last name is like Delta, Echo, Lima, Lima, Alpha, Indiana, Romeo, Alpha. And the date of birth is like November 17th of 9... November 17th of 2004. Okay, bear with me one moment. Yes. I'm not showing a member with that, with that information. Is that really the insurance Allstate's right? No, we're not... We do not have a carrier program through Allstate, no. No, I mean, the insurance name is like Allstate Insurance, right? Um, uh, you sound really far, I cannot hear you. What was that? Yeah, actually, the insurance is like Allstate Insurance Auto Compensation Insurance, right? This is healthcare. Sorry, what is that? We do healthcare insurance, medical, dental, vision, short-term disability, stuff like that. All right. Then. The address is like PO Box 853916, Richard, Richardson, Texas 75085, right? I don't know what that is. Okay. All right, yeah. That's all for today. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Hi, good morning. Thank you for calling for benefits and a card. My name is Pearl. Who the hell is I just speaking with?

Speaker speaker_1: Yeah, this is Noel and I'm an insurance and my last name is Delta.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: I'm checking on client status.

Speaker speaker_0: I'm sorry, what were you... You sound really muffled like you're far-

Speaker speaker_1: I'm checking on client status.

Speaker speaker_0: Okay. What's the name of the member?

Speaker speaker_1: Yeah.

Speaker speaker_0: What's the name of the member?

Speaker speaker_1: Yeah, the first name is like Charles. C for Charlie, H for hotel, A for alpha, R for romeo, L for lima, E for echo, S for sam. And the last name is like Delta, Echo, Lima, Lima, Alpha, Indiana, Romeo, Alpha. And the date of birth is like November 17th of 9... November 17th of 2004.

Speaker speaker_0: Okay, bear with me one moment.

Speaker speaker_1: Yes.

Speaker speaker_0: I'm not showing a member with that, with that information.

Speaker speaker_1: Is that really the insurance Allstate's right?

Speaker speaker_0: No, we're not... We do not have a carrier program through Allstate, no.

Speaker speaker_1: No, I mean, the insurance name is like Allstate Insurance, right?

Speaker speaker_0: Um, uh, you sound really far, I cannot hear you. What was that?

Speaker speaker_1: Yeah, actually, the insurance is like Allstate Insurance Auto Compensation Insurance, right?

Speaker speaker_0: This is healthcare.

Speaker speaker_1: Sorry, what is that?

Speaker speaker_0: We do healthcare insurance, medical, dental, vision, short-term disability, stuff like that.

Speaker speaker_1: All right. Then. The address is like PO Box 853916, Richard, Richardson, Texas 75085, right?

Speaker speaker_0: I don't know what that is.

Speaker speaker_1: Okay. All right, yeah. That's all for today. Bye-bye.

Speaker speaker_0: Bye-bye.