

Transcript: Pearl

Rojas-6405957669535744-4543428693508096

Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who can I make the pleasure of speaking with? Hi, Pearl. My name is Joy Albano. And how can I assist you? I'm sorry? How can I assist you? Oh, I'm here at the doctor's office, and I still do not have an actual card in hand, and I need to get the insurance information to get them. Okay. What's the name of the staffing agency you work for? BG. And the last four digits of your social? 0272. All righty. Let's take a look here. And you said 0272, correct? Yes, ma'am. Um, repeat your name for me? Joy Albano. Albano. Okay. And if you can confirm your address and date of birth. Um, date of birth is 4/5/81. The address is 6864 North George Bush Highway, Garland, Texas. Okay. And I have your... I have your phone number as 843-990-1069? Yes, ma'am. And I have your email address as joyalvino7@gmail.com? Yes, ma'am. All righty. All righty. Let's take a look here. Okay, so you have been active since last week, and you haven't received your card in your email? No, ma'am. I have not. All righty. I'll go ahead and get you a copy of that sent to your email. It's gonna come from- That would be wonderful. It's gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try the spam or junk folder, and it'll be just a couple minutes while I get that downloaded and sent to you. Okay? Sure. And you said in what folder? Your... It should go to your inbox. If you don't see it there try the spam or junk folder after. Oh, understood. Okay. Thank you. No problem. Did you want me to go ahead and send all your cards to you, your vision, dental, medical? That would be wonderful. Thank you. All righty. I'll go ahead and get those sent over then. Anything else I can assist you with? No, ma'am. Thank you so much for your help. No problem. Thank you so much for calling. You have a great day. You too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who can I make the pleasure of speaking with?

Speaker speaker_1: Hi, Pearl. My name is Joy Albano.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: How can I assist you?

Speaker speaker_1: Oh, I'm here at the doctor's office, and I still do not have an actual card in hand, and I need to get the insurance information to get them.

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

Speaker speaker_1: BG.

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

Speaker speaker_1: 0272.

Speaker speaker_0: All righty. Let's take a look here. And you said 0272, correct?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Um, repeat your name for me?

Speaker speaker_1: Joy Albano.

Speaker speaker_0: Albano. Okay. And if you can confirm your address and date of birth.

Speaker speaker_1: Um, date of birth is 4/5/81. The address is 6864 North George Bush Highway, Garland, Texas.

Speaker speaker_0: Okay. And I have your... I have your phone number as 843-990-1069?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have your email address as joyalvino7@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All righty. All righty. Let's take a look here. Okay, so you have been active since last week, and you haven't received your card in your email?

Speaker speaker_1: No, ma'am. I have not.

Speaker speaker_0: All righty. I'll go ahead and get you a copy of that sent to your email. It's gonna come from-

Speaker speaker_1: That would be wonderful.

Speaker speaker_0: It's gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try the spam or junk folder, and it'll be just a couple minutes while I get that downloaded and sent to you. Okay?

Speaker speaker_1: Sure. And you said in what folder?

Speaker speaker_0: Your... It should go to your inbox. If you don't see it there try the spam or junk folder after.

Speaker speaker_1: Oh, understood. Okay. Thank you.

Speaker speaker_0: No problem. Did you want me to go ahead and send all your cards to you, your vision, dental, medical?

Speaker speaker_1: That would be wonderful. Thank you.

Speaker speaker_0: All righty. I'll go ahead and get those sent over then. Anything else I can assist you with?

Speaker speaker_1: No, ma'am. Thank you so much for your help.

Speaker speaker_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye-bye.