

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Who can I please speak English? This is, uh, Andrew Thomas calling from Buckeye, Arizona. And how can I assist you? Yeah, well, um, I'm going through the Benefits in a Card, uh, login online. It says my account has been disabled. Okay. And you're going to, um, what staff needs to see you at four? Uh, uh, uh, Care Staffing or Vostara. They, they, uh, I'm over, uh, working for a company called Funko over here in Buckeye. Okay, bear with me one moment. So, you are going to the website mybiec.com/care- Oh, hang on, wrong one, sorry. Sorry to cut you off there. That's all right. Could you repeat the address again? Yep, so it's www.biec.com. And then you go /care staffing. I'm at the wrong one, so it's gonna be mybiec... Did I get that right? Biec. Or did we cut off? One more time? Biec.com. And then forward, /care staffing. Hang on a second. There we go, okay. All right, let me try to login real quick, and if it doesn't, let me put you, uh... Hang on a second. Looks like I'm in. Good to go. Thank you very much. No problem, Rudy.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Who can I please speak English?

Speaker speaker_1: This is, uh, Andrew Thomas calling from Buckeye, Arizona.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Yeah, well, um, I'm going through the Benefits in a Card, uh, login online. It says my account has been disabled.

Speaker speaker_0: Okay. And you're going to, um, what staff needs to see you at four?

Speaker speaker_1: Uh, uh, uh, Care Staffing or Vostara. They, they, uh, I'm over, uh, working for a company called Funko over here in Buckeye.

Speaker speaker_0: Okay, bear with me one moment. So, you are going to the website mybiec.com/care-

Speaker speaker_1: Oh, hang on, wrong one, sorry. Sorry to cut you off there.

Speaker speaker_0: That's all right.

Speaker speaker_1: Could you repeat the address again?

Speaker speaker_0: Yep, so it's www.biec.com. And then you go /care staffing.

Speaker speaker_1: I'm at the wrong one, so it's gonna be mybiec... Did I get that right?

Speaker speaker_0: Biec.

Speaker speaker_1: Or did we cut off? One more time?

Speaker speaker_0: Biec.com. And then forward, /care staffing.

Speaker speaker_1: Hang on a second. There we go, okay. All right, let me try to login real quick, and if it doesn't, let me put you, uh... Hang on a second. Looks like I'm in. Good to go. Thank you very much.

Speaker speaker_0: No problem, Rudy.