

## **Transcript: Pearl**

**Rojas-6602749228793856-5310762601070592**

### **Full Transcript**

Hi, good morning. Thank you for calling Benefits for the Card. My name is Pearl, and I will assist you with- Your name is Pearl? Yes, sir. Is Justin available right there? Um, let me take a look. Who- who's, um, calling? Well, I called, he put me on hold, and then next thing you know, they're saying, "Oh, we're sorry, for longer than, uh, expected wait times." You can leave a voicemail and we'll get back to you or you can just stay on- Well, it sounds like he put me on hold and lost me or something. Okay, so- My name's John, my name, my name's John Harrington, by the way. I'm sorry, I'm just, I'm getting frustrated 'cause this is like the fourth, this is the fifth phone call I've made today to some, to try to get this resolved. Okay, no worries. Just one moment, I'm reaching out 10:50, able to take that call. Thank you. No problem. Appreciate it, Pearl. All right, bear with me one moment. Hello? Hi, I'm here. Hi, Mr. Harrison. So at the moment, Justin isn't available to take your call. He is on a call himself. Um, but he did let me know that you're trying to get in touch with 90 Degree Benefits. Is that correct? I'm trying to get in touch with somebody who's gonna pay, uh, get this problem straightened out so this bill gets paid. Yes, he was saying that you, you, you're, um, you're calling around- And, and, and so, so let me ask, let me ask you this question. How did he who put me on hold to look things up, now he's taking care of somebody else? Why didn't he... Why isn't he taking care of my call? Um, well he- That's my point. He said when I, um, when I informed him that you were, you were asking, um, to speak with him, he let me know that he was tr- he transferred you to IMA. I'm sorry, 90 Degree Benefits. Um, he transferred you to- He transferred me to them? Yeah. Well, he didn't tell me that. Oh, I'm not sure. He didn't tell me nothing. So can I have a phone number for 90 Degree Benefits and to, um, so I can get this straight? And, and I don't mean to sound tough with you. It's just frustrating, you know? I get keep bumped to this one, bumped to that one. I said this was my fifth phone call trying to resolve this. So can you give me 90 Degree Benefits number? Of course. It's 800- Thank you. Yeah. 833. 8-3-3? Yes, sir. Okay. 4296. 4296. Just a minute. All right. Well, thank you, Pearl. I appreciate it. Okay, thank you. No problem. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Hi, good morning. Thank you for calling Benefits for the Card. My name is Pearl, and I will assist you with-

Speaker speaker\_1: Your name is Pearl?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Is Justin available right there?

Speaker speaker\_0: Um, let me take a look. Who- who's, um, calling?

Speaker speaker\_1: Well, I called, he put me on hold, and then next thing you know, they're saying, "Oh, we're sorry, for longer than, uh, expected wait times." You can leave a voicemail and we'll get back to you or you can just stay on- Well, it sounds like he put me on hold and lost me or something.

Speaker speaker\_0: Okay, so-

Speaker speaker\_1: My name's John, my name, my name's John Harrington, by the way. I'm sorry, I'm just, I'm getting frustrated 'cause this is like the fourth, this is the fifth phone call I've made today to some, to try to get this resolved.

Speaker speaker\_0: Okay, no worries. Just one moment, I'm reaching out 10:50, able to take that call.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: No problem.

Speaker speaker\_1: Appreciate it, Pearl.

Speaker speaker\_0: All right, bear with me one moment. Hello?

Speaker speaker\_1: Hi, I'm here.

Speaker speaker\_0: Hi, Mr. Harrison. So at the moment, Justin isn't available to take your call. He is on a call himself. Um, but he did let me know that you're trying to get in touch with 90 Degree Benefits. Is that correct?

Speaker speaker\_1: I'm trying to get in touch with somebody who's gonna pay, uh, get this problem straightened out so this bill gets paid.

Speaker speaker\_0: Yes, he was saying that you, you, you're, um, you're calling around-

Speaker speaker\_1: And, and, and so, so let me ask, let me ask you this question. How did he who put me on hold to look things up, now he's taking care of somebody else? Why didn't he... Why isn't he taking care of my call?

Speaker speaker\_0: Um, well he-

Speaker speaker\_1: That's my point.

Speaker speaker\_0: He said when I, um, when I informed him that you were, you were asking, um, to speak with him, he let me know that he was tr- he transferred you to IMA. I'm sorry, 90 Degree Benefits. Um, he transferred you to-

Speaker speaker\_1: He transferred me to them?

Speaker speaker\_0: Yeah.

Speaker speaker\_1: Well, he didn't tell me that.

Speaker speaker\_0: Oh, I'm not sure.

Speaker speaker\_1: He didn't tell me nothing. So can I have a phone number for 90 Degree Benefits and to, um, so I can get this straight? And, and I don't mean to sound tough with you. It's just frustrating, you know? I get keep bumped to this one, bumped to that one. I said this was my fifth phone call trying to resolve this. So can you give me 90 Degree Benefits number?

Speaker speaker\_0: Of course. It's 800-

Speaker speaker\_1: Thank you. Yeah.

Speaker speaker\_0: 833.

Speaker speaker\_1: 8-3-3?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Okay.

Speaker speaker\_0: 4296.

Speaker speaker\_1: 4296.

Speaker speaker\_0: Just a minute.

Speaker speaker\_1: All right. Well, thank you, Pearl. I appreciate it. Okay, thank you.

Speaker speaker\_0: No problem.

Speaker speaker\_1: Bye-bye.