

Transcript: Pearl

Rojas-6604741297094656-6235461485379584

Full Transcript

Good afternoon. Thank you for calling Card. My name is Pearl. Who the hell was I just speaking with? Um, Robert Brown. And how could I assist you? Um, I was trying to go get a insurance card. Okay. What's the name of the staff agency you work for? MAU. And the last four digits of your social? 0670. All righty. And if you can ver- verify your address and date of birth. Uh, I moved over here at 758 Holloway Street, Greenwood, South Carolina. Okay, okay what was... Um, I have a different address on file. Did you recently move or have a different address? Yeah, I just recently moved. Okay. What's your previous address? 758 Holloway Street, Greenwood, South Carolina, 2964- Okay, what's your current address? Huh? What is your current address? 758 Holloway Street. Okay. If that, that's your current address then what was your previous address? You said you just moved here. Well, like I- What was your previous one? 100 Highland Forest Drive, Apartment D6. Okay, so I have a different address. Can you provide me with your full social so I can verify your account? 247-23-0670. Okay, and you said your current address is 258 Holloway Street? No, 758 Holloway Street. I'm sorry, that is, that is what I have here, 758. That's um, what I'm typing here, I'm sorry. H- Holloway Street. And I have your phone number at 864-822-4489? Yes, ma'am. And I have your email address as robertbrown956@gmail.com? Yes, ma'am. All righty, and you said you needed a copy of your medical card. Do you need, just need your medical card? Yeah, I need the vision too because, um, my eyesight's all messed up right about now. Okay, so I'll go ahead and get those- I got vision too, right? Excuse me? I got, I have vision too on my thingy, right? Correct. Okay, so just- Look, I'll go ahead and get those both cards sent to you. It's gonna come from info@benefitsandacard.com. They should go to your inbox. If you don't see them in your inbox try your spam or junk folder. Okay. Okay, okay. All right, it'll be just a couple moments while I download and send those cards to you. Okay, thank you. No problem. Thank you so much for calling, you have a great day. Mm-hmm.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Card. My name is Pearl. Who the hell was I just speaking with?

Speaker speaker_1: Um, Robert Brown.

Speaker speaker_0: And how could I assist you?

Speaker speaker_1: Um, I was trying to go get a insurance card.

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

Speaker speaker_1: MAU.

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

Speaker speaker_1: 0670.

Speaker speaker_0: All righty. And if you can ver- verify your address and date of birth.

Speaker speaker_1: Uh, I moved over here at 758 Holloway Street, Greenwood, South Carolina.

Speaker speaker_0: Okay, okay what was... Um, I have a different address on file. Did you recently move or have a different address?

Speaker speaker_1: Yeah, I just recently moved.

Speaker speaker_0: Okay. What's your previous address?

Speaker speaker_1: 758 Holloway Street, Greenwood, South Carolina, 2964-

Speaker speaker_0: Okay, what's your current address?

Speaker speaker_1: Huh?

Speaker speaker_0: What is your current address?

Speaker speaker_1: 758 Holloway Street.

Speaker speaker_0: Okay. If that, that's your current address then what was your previous address? You said you just moved here.

Speaker speaker_1: Well, like I-

Speaker speaker_0: What was your previous one?

Speaker speaker_1: 100 Highland Forest Drive, Apartment D6.

Speaker speaker_0: Okay, so I have a different address. Can you provide me with your full social so I can verify your account?

Speaker speaker_1: 247-23-0670.

Speaker speaker_0: Okay, and you said your current address is 258 Holloway Street?

Speaker speaker_1: No, 758 Holloway Street.

Speaker speaker_0: I'm sorry, that is, that is what I have here, 758. That's um, what I'm typing here, I'm sorry. H- Holloway Street. And I have your phone number at 864-822-4489?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have your email address as robertbrown956@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All righty, and you said you needed a copy of your medical card. Do you need, just need your medical card?

Speaker speaker_1: Yeah, I need the vision too because, um, my eyesight's all messed up right about now.

Speaker speaker_0: Okay, so I'll go ahead and get those-

Speaker speaker_1: I got vision too, right?

Speaker speaker_0: Excuse me?

Speaker speaker_1: I got, I have vision too on my thingy, right?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay, so just-

Speaker speaker_0: Look, I'll go ahead and get those both cards sent to you. It's gonna come from info@benefitsandacard.com. They should go to your inbox. If you don't see them in your inbox try your spam or junk folder.

Speaker speaker_1: Okay. Okay, okay.

Speaker speaker_0: All right, it'll be just a couple moments while I download and send those cards to you.

Speaker speaker_1: Okay, thank you.

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

Speaker speaker_1: Mm-hmm.