

## **Transcript: Pearl**

**Rojas-6617574899400704-6294023000506368**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, with Ms. Thomas, please. This is she. Hi, my name is Pearl. I'm calling from Benefits and a Card on behalf of your Stacked Immunity Creative Circle. Hi. Hi. Before I continue, just advise the call is being recorded for quality and security purposes. Um, so I did, they did reach back out to me from IT and let me know that your account was updated. They fixed the social, so now you'll be able to see the correct information. Oh, wow. Okay, perfect. Um- All righty. Uh, well, let me just, can I try right now just to make sure? Of course. Okay. Let me... Profile. Yep. Okay, awesome. Uh, where'd... My phone number looks a little messed up but I think I can e- edit that part, right? You should be able to, yes. Okay, because I moved it from phone one to phone two optional and it's all, like messed up my gaming extension now. Dumbest. Um, it's just a little IT thing. Okay. Well, I appreciate, uh, the quick, um support here and, uh, everything looks good on there now. All righty. No worries. Thank you so much for attending my call. You have a great day. Thank you. You too. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, with Ms. Thomas, please.

Speaker speaker\_2: This is she.

Speaker speaker\_1: Hi, my name is Pearl. I'm calling from Benefits and a Card on behalf of your Stacked Immunity Creative Circle.

Speaker speaker\_2: Hi.

Speaker speaker\_1: Hi. Before I continue, just advise the call is being recorded for quality and security purposes. Um, so I did, they did reach back out to me from IT and let me know that your account was updated. They fixed the social, so now you'll be able to see the correct information.

Speaker speaker\_2: Oh, wow. Okay, perfect. Um-

Speaker speaker\_1: All righty.

Speaker speaker\_2: Uh, well, let me just, can I try right now just to make sure?

Speaker speaker\_1: Of course.

Speaker speaker\_2: Okay. Let me... Profile. Yep. Okay, awesome. Uh, where'd... My phone number looks a little messed up but I think I can e- edit that part, right?

Speaker speaker\_1: You should be able to, yes.

Speaker speaker\_2: Okay, because I moved it from phone one to phone two optional and it's all, like messed up my gaming extension now. Dumbest. Um, it's just a little IT thing. Okay. Well, I appreciate, uh, the quick, um support here and, uh, everything looks good on there now.

Speaker speaker\_1: All righty. No worries. Thank you so much for attending my call. You have a great day.

Speaker speaker\_2: Thank you. You too. Bye-bye.