

## **Transcript: Pearl**

**Rojas-6634485532639232-5349974983360512**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits InterCard. My name is Pearl. Who the hell was I just speaking with? Uh, this is Mike calling from first office and taking on clients. I'm sorry, you said your name is Mike? Yes. And what's the name of the member? Yes, that is going to be... Hello? Mr. Mike- Just give me a moment. It's Hazard, Brandon. It's Hazard, Brandon. Hazard, Brandon. Okay, can you spell that first name for me? Yep, that is going to be H-A-Z-A-R-D, Brandon.

### **Conversation Format**

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

Speaker speaker\_1: Hi, good afternoon. Thank you for calling Benefits InterCard. My name is Pearl. Who the hell was I just speaking with?

Speaker speaker\_2: Uh, this is Mike calling from first office and taking on clients.

Speaker speaker\_1: I'm sorry, you said your name is Mike?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And what's the name of the member?

Speaker speaker\_2: Yes, that is going to be...

Speaker speaker\_1: Hello? Mr. Mike-

Speaker speaker\_2: Just give me a moment. It's Hazard, Brandon. It's Hazard, Brandon. Hazard, Brandon.

Speaker speaker\_1: Okay, can you spell that first name for me?

Speaker speaker\_2: Yep, that is going to be H-A-Z-A-R-D, Brandon.