

## Transcript: Pearl

**Rojas-6642950706872320-5842658444754944**

### Full Transcript

Hi good afternoon thank you for calling Benefits in a Card, my name is Pearl . My name is Michael Johnson. And how can I assist you? Um, I got a call, I think it was last week about, um, the um... uh, what is it called? For the insurance, um, the um, open enrollment? Okay, what's the name of the staff agency you work for? Um, Focus? Focus. Okay and what are the last four digits of your Social? 2249. You need to verify your address and date of birth. The address is 205 Van Zandt Street, Monett, Missouri, and my birthday is 12-20-1981. Okay and your phone number is 512-430-0075? Yes. And I have your email address as mjohnson102802@gmail.com? Yes. All righty. And how can I assist you? Uh, I guess I wanted to enroll. Right now I have you enrolled in medical, dental and vision. Okay. Can... is there any way you can send me, um, new cards? Of course. I can get you sent cards to your email. They're going to come from info@benefitsinacard.com. They should go to your inbox. If you don't see them in your inbox, try that spam or junk folder. Do you have any questions? Okay. Um, no I don't. All right. It'll be just a few minutes, I do have to download and send those to you but thank you so much for calling. You have a great day. You too, thank you. Bye-bye. Bye.

### Conversation Format

Speaker speaker\_0: Hi good afternoon thank you for calling Benefits in a Card, my name is Pearl .

Speaker speaker\_1: My name is Michael Johnson.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: Um, I got a call, I think it was last week about, um, the um... uh, what is it called? For the insurance, um, the um, open enrollment?

Speaker speaker\_0: Okay, what's the name of the staff agency you work for?

Speaker speaker\_1: Um, Focus?

Speaker speaker\_0: Focus. Okay and what are the last four digits of your Social?

Speaker speaker\_1: 2249.

Speaker speaker\_0: You need to verify your address and date of birth.

Speaker speaker\_1: The address is 205 Van Zandt Street, Monett, Missouri, and my birthday is 12-20-1981.

Speaker speaker\_0: Okay and your phone number is 512-430-0075?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And I have your email address as mjohnson102802@gmail.com? Yes. All righty. And how can I assist you?

Speaker speaker\_1: Uh, I guess I wanted to enroll.

Speaker speaker\_0: Right now I have you enrolled in medical, dental and vision.

Speaker speaker\_1: Okay. Can... is there any way you can send me, um, new cards?

Speaker speaker\_0: Of course. I can get you sent cards to your email. They're going to come from info@benefitsinacard.com. They should go to your inbox. If you don't see them in your inbox, try that spam or junk folder. Do you have any questions?

Speaker speaker\_1: Okay. Um, no I don't.

Speaker speaker\_0: All right. It'll be just a few minutes, I do have to download and send those to you but thank you so much for calling. You have a great day.

Speaker speaker\_1: You too, thank you.

Speaker speaker\_0: Bye-bye.

Speaker speaker\_1: Bye.