

Transcript: Pearl

Rojas-6647832548917248-6199864876253184

Full Transcript

Hi, good morning. Thank you for calling Benefits in a Card. Hi, good morning. My name is Pearl, who do I have the pleasure of speaking with? Uh, Roland David. Can I process you? Can I process you? Uh, I'm trying to see, I have this insurance through Thursday and I haven't seen the card or nothing, so I'm trying to figure out which- Okay, what are the last four digits of your social? 6222. 6222? You sound really far away. Can I put you on speaker or is there any way you can put your volume louder? 6222. 6622. And repeat your name for me. Huh? Repeat your name for me. Roland David. Give me one moment. And if you could give me your address and date of birth. Uh, what, address? Yes. 1581 and a half Franklin Avenue, Columbus, Ohio. So you have a different address on file. Ah, that's probably why the card, but yeah, I moved. I- I- I moved and I probably didn't up, they probably didn't update my address. Okay, what was the previous address? Previous address? Uh-huh. 39, 3918... Oh, wait, where was it? 3918 what? Con- what? No, well 3918, um, 3918 Dillon. Oh, yeah, 3918 Dillon Drive. All righty, and what is your date of birth? Uh, 7/20/74. And I think your phone number is 614-270-6197? Huh? Your phone number is 614-270-6197? 6197, yes, ma'am. All righty. And I have your email address as popdavis1974@gmail.com. 1947... Yes, that's it. All righty. So you are active and that's prob- definitely likely why your- your- you didn't receive your card, because you have that old address on file. What is your current address? Uh, 1581 and a half Franklin Avenue. It's 1581 1/2 Franklin Avenue, Columbus, Ohio 43205. Okay, we got that address updated. If you'd like, I can send you a copy of your benefit card to your email. Okay, yeah, that'll work. It's going to come from info@benefitsinacard.com. It should go in your inbox. If you don't see it in your inbox, check your junk or spam folder. And it'll be just a moment while I download that and send it to you. Okay? All right then. Do you have any questions? No, no, thank you. All righty, thank you so much for calling. You have a great day. All right, you too. Bye-bye.

Conversation Format

Speaker speaker_0: Hi, good morning. Thank you for calling Benefits in a Card.

Speaker speaker_1: Hi, good morning.

Speaker speaker_0: My name is Pearl, who do I have the pleasure of speaking with?

Speaker speaker_2: Uh, Roland David.

Speaker speaker_0: Can I process you? Can I process you?

Speaker speaker_2: Uh, I'm trying to see, I have this insurance through Thursday and I haven't seen the card or nothing, so I'm trying to figure out which-

Speaker speaker_0: Okay, what are the last four digits of your social?

Speaker speaker_2: 6222.

Speaker speaker_0: 6222? You sound really far away. Can I put you on speaker or is there any way you can put your volume louder?

Speaker speaker_2: 6222.

Speaker speaker_3: 6622. And repeat your name for me.

Speaker speaker_2: Huh?

Speaker speaker_0: Repeat your name for me.

Speaker speaker_2: Roland David.

Speaker speaker_0: Give me one moment. And if you could give me your address and date of birth.

Speaker speaker_2: Uh, what, address?

Speaker speaker_0: Yes.

Speaker speaker_2: 1581 and a half Franklin Avenue, Columbus, Ohio.

Speaker speaker_0: So you have a different address on file.

Speaker speaker_2: Ah, that's probably why the card, but yeah, I moved. I- I- I moved and I probably didn't up, they probably didn't update my address.

Speaker speaker_0: Okay, what was the previous address?

Speaker speaker_2: Previous address?

Speaker speaker_0: Uh-huh.

Speaker speaker_2: 39, 3918... Oh, wait, where was it? 3918 what? Con- what?

Speaker speaker_3: No, well 3918, um, 3918 Dillon.

Speaker speaker_2: Oh, yeah, 3918 Dillon Drive.

Speaker speaker_0: All righty, and what is your date of birth?

Speaker speaker_2: Uh, 7/20/74.

Speaker speaker_0: And I think your phone number is 614-270-6197?

Speaker speaker_2: Huh?

Speaker speaker_0: Your phone number is 614-270-6197?

Speaker speaker_2: 6197, yes, ma'am.

Speaker speaker_0: All righty. And I have your email address as popdavis1974@gmail.com.

Speaker speaker_2: 1947... Yes, that's it.

Speaker speaker_0: All righty. So you are active and that's prob- definitely likely why your- your- you didn't receive your card, because you have that old address on file. What is your current address?

Speaker speaker_2: Uh, 1581 and a half Franklin Avenue.

Speaker speaker_3: It's 1581 1/2 Franklin Avenue, Columbus, Ohio 43205.

Speaker speaker_0: Okay, we got that address updated. If you'd like, I can send you a copy of your benefit card to your email.

Speaker speaker_2: Okay, yeah, that'll work.

Speaker speaker_0: It's going to come from info@benefitsinacard.com. It should go in your inbox. If you don't see it in your inbox, check your junk or spam folder. And it'll be just a moment while I download that and send it to you. Okay?

Speaker speaker_2: All right then.

Speaker speaker_0: Do you have any questions?

Speaker speaker_2: No, no, thank you.

Speaker speaker_0: All righty, thank you so much for calling. You have a great day.

Speaker speaker_2: All right, you too.

Speaker speaker_0: Bye-bye.