

Transcript: Pearl

Rojas-6678959378710528-5006095067955200

Full Transcript

Good morning. Thank you for calling Benefits in a Card. My name is Pearl, who would I like to speak English? I am here to speak to, um, Alan Von Francis. And how can I assist you? Uh, I signed up with a Benefits in a Card with GRC for Caterpillar. I applied for the benefits 2023. Okay. But I haven't gotten any card. Okay. What are the last four digits of your Social? 5512. And you said we are with GRC, correct? Yes. All righty. And what's your address and date of birth? 7981 Aloha Drive, 12/27/1995. Okay. And what's the city and state? Uh, Johnsboro, Georgia. All righty. And I have... I have your phone number as 678-332-1898. That is correct. And I have your email address as alex, your last name, @gmail.com? Yes. Okay. And you are currently enrolled and active. And you said you haven't received any of your cards? Could you repeat that? You haven't received any of your cards? No, not at all. Okay. I can go ahead and send you copies to your email if you'd like. Okay. That'd be fine. Mm-hmm. All righty. They're, they're gonna come from info@benefitsinacard.com. They should go to your inbox. If you don't see them in your inbox, try your spam or junk folder, okay? Okay. And it'll be just someone who said... You'll have to download them and get them sent to you. Okay. Good. Do you have any questions? No, that'll be all. All righty. Thank you so much for calling. You have a great day. Thank you. You too. Bye.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling Benefits in a Card. My name is Pearl, who would I like to speak English?

Speaker speaker_1: I am here to speak to, um, Alan Von Francis.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Uh, I signed up with a Benefits in a Card with GRC for Caterpillar. I applied for the benefits 2023.

Speaker speaker_0: Okay.

Speaker speaker_1: But I haven't gotten any card.

Speaker speaker_0: Okay. What are the last four digits of your Social?

Speaker speaker_1: 5512.

Speaker speaker_0: And you said we are with GRC, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: All righty. And what's your address and date of birth?

Speaker speaker_1: 7981 Aloha Drive, 12/27/1995.

Speaker speaker_0: Okay. And what's the city and state?

Speaker speaker_1: Uh, Johnsboro, Georgia.

Speaker speaker_0: All righty. And I have... I have your phone number as 678-332-1898.

Speaker speaker_1: That is correct.

Speaker speaker_0: And I have your email address as alex, your last name, @gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And you are currently enrolled and active. And you said you haven't received any of your cards?

Speaker speaker_1: Could you repeat that?

Speaker speaker_0: You haven't received any of your cards?

Speaker speaker_1: No, not at all.

Speaker speaker_0: Okay. I can go ahead and send you copies to your email if you'd like.

Speaker speaker_1: Okay. That'd be fine.

Speaker speaker_0: Mm-hmm. All righty. They're, they're gonna come from info@benefitsinacard.com. They should go to your inbox. If you don't see them in your inbox, try your spam or junk folder, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: And it'll be just someone who said... You'll have to download them and get them sent to you.

Speaker speaker_1: Okay.

Speaker speaker_0: Good. Do you have any questions?

Speaker speaker_1: No, that'll be all.

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

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: Bye.