

Transcript: Pearl

Rojas-6723799770120192-4729502304747520

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who have the pleasure of speaking with. Hi, good afternoon. Hello? Yeah, I'm here. Hi. How can I assist you? Um, it's ■■ our representative came here. I'm sorry, you sound very far away. I'm at the dentist office. My card hasn't came yet and, um, the representative I called Friday said he had mail my cards, but he didn't seem like ■■ them and I'm sure- I'm sorry, you're breaking up really bad. I can barely understand you. Hello? Yes. Can you hear me now? Yes. Can you hear me? Hello? Yes, I can hear you better. Sometimes it work on speaker, sometimes it don't. Uh, I was calling because I'm here at the dentist's office, uh, waiting for, for my appointment and my cards haven't came in the mail, but the representative I talked to Friday emailed me some ca- uh, cards, but they saying that they don't have, they need a dental card. So I'm quite certain dental is in my plan. Uh, I select dental. Can you go over it for me? I can definitely take a look at that for you, bear with me one moment. Uh huh. What's the name of the company you just worked for? MAU. And the last four digits of your Social? 6049. And what is your name? Ulysesses Jeffereys. Okay, sure. And again, confirm your address and date of birth for me. 6:00 AM, Fort Court, Piedmont, South Carolina, 29673, March 11th, 1979. Okay, and I have your phone number, it's 201-8358. Yes. Can I have your email address as qjefferys34@gmail.com? Yes. All right, so you are enrolled in a dental plan as you are currently active. I can get you a copy of your benefit card sent to your email if you'd like. Uh, how long will it take to send it to my email? Just a couple minutes while I download and send it to you. All right. Okay, that email is gonna come from info@benefitsinacard.com. Yes, it is. It should go to your inbox. If you don't see it in your inbox, try your junk or, uh, your spam or junk folder. And like I said, it'll be just a couple moments while I get that downloaded and sent to you. All right, thank you. No problem. Thank you so, so much for calling. You have a great day. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who have the pleasure of speaking with. Hi, good afternoon. Hello?

Speaker speaker_1: Yeah, I'm here.

Speaker speaker_0: Hi. How can I assist you?

Speaker speaker_1: Um, it's ■■ our representative came here.

Speaker speaker_0: I'm sorry, you sound very far away.

Speaker speaker_1: I'm at the dentist office. My card hasn't come yet and, um, the representative I called Friday said he had mail my cards, but he didn't seem like ■■ them and I'm sure-

Speaker speaker_0: I'm sorry, you're breaking up really bad. I can barely understand you.

Speaker speaker_1: Hello?

Speaker speaker_0: Yes.

Speaker speaker_1: Can you hear me now?

Speaker speaker_0: Yes.

Speaker speaker_1: Can you hear me? Hello?

Speaker speaker_0: Yes, I can hear you better.

Speaker speaker_1: Sometimes it work on speaker, sometimes it don't. Uh, I was calling because I'm here at the dentist's office, uh, waiting for, for my appointment and my cards haven't come in the mail, but the representative I talked to Friday emailed me some ca- uh, cards, but they saying that they don't have, they need a dental card. So I'm quite certain dental is in my plan. Uh, I select dental. Can you go over it for me?

Speaker speaker_0: I can definitely take a look at that for you, bear with me one moment.

Speaker speaker_1: Uh huh.

Speaker speaker_0: What's the name of the company you just worked for?

Speaker speaker_1: MAU.

Speaker speaker_0: And the last four digits of your Social?

Speaker speaker_1: 6049.

Speaker speaker_0: And what is your name?

Speaker speaker_1: Ulysesses Jeffereys.

Speaker speaker_0: Okay, sure. And again, confirm your address and date of birth for me.

Speaker speaker_1: 6:00 AM, Fort Court, Piedmont, South Carolina, 29673, March 11th, 1979.

Speaker speaker_0: Okay, and I have your phone number, it's 201-8358.

Speaker speaker_1: Yes.

Speaker speaker_0: Can I have your email address as qjefferys34@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All right, so you are enrolled in a dental plan as you are currently active. I can get you a copy of your benefit card sent to your email if you'd like.

Speaker speaker_1: Uh, how long will it take to send it to my email?

Speaker speaker_0: Just a couple minutes while I download and send it to you.

Speaker speaker_1: All right.

Speaker speaker_0: Okay, that email is gonna come from info@benefitsinacard.com.

Speaker speaker_1: Yes, it is.

Speaker speaker_0: It should go to your inbox. If you don't see it in your inbox, try your junk or, uh, your spam or junk folder. And like I said, it'll be just a couple moments while I get that downloaded and sent to you.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: No problem. Thank you so, so much for calling. You have a great day.

Speaker speaker_1: All right. Bye-bye.