

Transcript: Pearl

Rojas-4671651288236032-6619231333171200

Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl . Who may I speak with? Sara Thomas. And how can I assist you? Um, I recently enrolled in Benefits in a Card through my employer, and I don't have any information as to how to use the benefits or, um, my benefit information. I don't have any of that. Okay. Have you seen any deductions on your payroll check yet? Yes. Bear with me one moment. Okay. And what's the name of the staffing agency you work for? WorkSource. And the last four digits of your Social? 5818. All right. And if you can verify your address and date of birth? My date of birth is May 17th, 1980, and I live at 8201 Highway 271 South Fort Smith, Arkansas 72908. Okay. And I have your phone number as 705-9724. That's correct. Can I have your email address as saranicole479@icloud.com? Yes. That's correct. Okay. So I have you here down for dental, vision and preventative health. You just became active yesterday, so that's why you haven't received any cards. Oh. By the end of the week you will receive all three cards, uh, to your residence. Okay, great. Thank you so much. No problem. Thank you so much for calling. You have a great day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl . Who may I speak with?

Speaker speaker_1: Sara Thomas.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I recently enrolled in Benefits in a Card through my employer, and I don't have any information as to how to use the benefits or, um, my benefit information. I don't have any of that.

Speaker speaker_0: Okay. Have you seen any deductions on your payroll check yet?

Speaker speaker_1: Yes.

Speaker speaker_0: Bear with me one moment.

Speaker speaker_1: Okay.

Speaker speaker_0: And what's the name of the staffing agency you work for?

Speaker speaker_1: WorkSource.

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

Speaker speaker_1: 5818.

Speaker speaker_0: All right. And if you can verify your address and date of birth?

Speaker speaker_1: My date of birth is May 17th, 1980, and I live at 8201 Highway 271 South Fort Smith, Arkansas 72908.

Speaker speaker_0: Okay. And I have your phone number as 705-9724.

Speaker speaker_1: That's correct.

Speaker speaker_0: Can I have your email address as saranicole479@icloud.com?

Speaker speaker_1: Yes. That's correct.

Speaker speaker_0: Okay. So I have you here down for dental, vision and preventative health. You just became active yesterday, so that's why you haven't received any cards.

Speaker speaker_1: Oh.

Speaker speaker_0: By the end of the week you will receive all three cards, uh, to your residence.

Speaker speaker_1: Okay, great. Thank you so much.

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

Speaker speaker_1: You too. Bye-bye.