

## Transcript: Pearl

**Rojas-4718712786567168-6175425838497792**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who else was I speaking with? Hello, good morning. My name is William, William Davis. Um- And how can I assist you? I'm sorry, go ahead. No, I was just saying, how can I assist you? Yes. Um, I actually, um, am a member of Surge Staffing, a temporary service, and I got your email on the, um, the benefits, the insurance through the Benefits in a Card. Okay. And I just wanted to, um, set up my enrollment before I miss the, um, opening. Okay. What's the last four digits of your Social? Um, 0392. And your address and date of birth? Uh, 317 South Potomac Street, Apartment 3, and our date of birth is, um, 08-22-1997. All righty. And what is the city and state? Maryland in Hagerstown. Okay. And I have your phone number as 672-2653? Correct. Yes, ma'am. And I have your ph- your email address as williamdavis1997@yahoo.com? Yes, ma'am. All righty. And do you know what you're wanting to enroll in today? I'm sorry, can you ask that one more time? Do you know what you're wanting to enroll in today? Um, I, I honestly don't even know all of the options. So if I could get a brief reading on the options, then... 'Cause I do not know. Okay. If you'd like, I can send you a copy of the benefit guide that'll show you the plans that are offered, how much they cover for each service, and how much they cost a week depending on who you cover. Okay, yes, yes. Can... If you could please send that over so I can have a better understanding? Of course. This email's gonna come from info@benefitsinacard.com. It should go to your inbox. Yes. If you don't see it in your inbox, try your spam or junk folders. Okay. And once I get that, I'll call back. Yep. You just give us a call back. You have until the 24th of January to enroll. The 24th of this month. Okay, thank you. No problem. Thank you so much for calling. You have a great day. Yes, ma'am. You too.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who else was I speaking with?

Speaker speaker\_2: Hello, good morning. My name is William, William Davis. Um-

Speaker speaker\_1: And how can I assist you?

Speaker speaker\_2: I'm sorry, go ahead.

Speaker speaker\_1: No, I was just saying, how can I assist you?

Speaker speaker\_2: Yes. Um, I actually, um, am a member of Surge Staffing, a temporary service, and I got your email on the, um, the benefits, the insurance through the Benefits in a Card.

Speaker speaker\_1: Okay.

Speaker speaker\_2: And I just wanted to, um, set up my enrollment before I miss the, um, opening.

Speaker speaker\_1: Okay. What's the last four digits of your Social?

Speaker speaker\_2: Um, 0392.

Speaker speaker\_1: And your address and date of birth?

Speaker speaker\_2: Uh, 317 South Potomac Street, Apartment 3, and our date of birth is, um, 08-22-1997.

Speaker speaker\_1: All righty. And what is the city and state?

Speaker speaker\_2: Maryland in Hagerstown.

Speaker speaker\_1: Okay. And I have your phone number as 672-2653?

Speaker speaker\_2: Correct. Yes, ma'am.

Speaker speaker\_1: And I have your ph- your email address as williamdavis1997@yahoo.com?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: All righty. And do you know what you're wanting to enroll in today?

Speaker speaker\_2: I'm sorry, can you ask that one more time?

Speaker speaker\_1: Do you know what you're wanting to enroll in today?

Speaker speaker\_2: Um, I, I honestly don't even know all of the options. So if I could get a brief reading on the options, then... 'Cause I do not know.

Speaker speaker\_1: Okay. If you'd like, I can send you a copy of the benefit guide that'll show you the plans that are offered, how much they cover for each service, and how much they cost a week depending on who you cover.

Speaker speaker\_2: Okay, yes, yes. Can... If you could please send that over so I can have a better understanding?

Speaker speaker\_1: Of course. This email's gonna come from info@benefitsinacard.com. It should go to your inbox.

Speaker speaker\_2: Yes.

Speaker speaker\_1: If you don't see it in your inbox, try your spam or junk folders.

Speaker speaker\_2: Okay. And once I get that, I'll call back.

Speaker speaker\_1: Yep. You just give us a call back. You have until the 24th of January to enroll.

Speaker speaker\_2: The 24th of this month. Okay, thank you.

Speaker speaker\_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker\_2: Yes, ma'am. You too.