

## Transcript: Pearl

**Rojas-4820514907308032-5543706936426496**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Lu. Who the hell was I just speaking with? Hi, Pearl. My name is Rogelio Campos. Uh, do you need my employee number or date of birth? Um... what same, uh, staffing agency you work for? Oxford. And the last four digits of your Social? Three, three, zero, one. Uh- All right. How can I help you? My name's Rogelio Campos. Yes. I just, uh, emailed back to you guys. Um, me and, um, my ex-domestic partner, uh, Jackie Sturgis, we, we went ahead and, um, filled everything out. We got that form, you know, we, we got it emailed to us, and then we, we filled it out yesterday at the notary public, and I, I just emailed it to you guys. Um- Okay. Yep. I just wanted to make sure that you guys received this. Yep. I do see here that we received it, but... and it will take about 24- Oh, okay. ... to 48 hours to process, okay? No, I understand. Okay. And then once it processes, then I... then I can enroll in benefits or how long will that take? Um, so once they, they... once it's processed, they'll go ahead and give you a call and let you know all the details going forward from there. Okay. Cool. Thank you so much. No problem. Thank you so much for calling. You have a great day. Okay.

### Conversation Format

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

Speaker speaker\_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Lu. Who the hell was I just speaking with?

Speaker speaker\_2: Hi, Pearl. My name is Rogelio Campos. Uh, do you need my employee number or date of birth?

Speaker speaker\_1: Um... what same, uh, staffing agency you work for?

Speaker speaker\_2: Oxford.

Speaker speaker\_1: And the last four digits of your Social?

Speaker speaker\_2: Three, three, zero, one. Uh-

Speaker speaker\_1: All right. How can I help you?

Speaker speaker\_2: My name's Rogelio Campos. Yes. I just, uh, emailed back to you guys. Um, me and, um, my ex- domestic partner, uh, Jackie Sturgis, we, we went ahead and, um,

filled everything out. We got that form, you know, we, we got it emailed to us, and then we, we filled it out yesterday at the notary public, and I, I just emailed it to you guys. Um-

Speaker speaker\_1: Okay. Yep.

Speaker speaker\_2: I just wanted to make sure that you guys received this.

Speaker speaker\_1: Yep. I do see here that we received it, but... and it will take about 24-

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: ... to 48 hours to process, okay?

Speaker speaker\_2: No, I understand. Okay. And then once it processes, then I... then I can enroll in benefits or how long will that take?

Speaker speaker\_1: Um, so once they, they... once it's processed, they'll go ahead and give you a call and let you know all the details going forward from there.

Speaker speaker\_2: Okay. Cool. Thank you so much.

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

Speaker speaker\_2: Okay.