

Transcript: Pearl

Rojas-4868223721062400-5492523926863872

Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who am I speaking with? Dicarlo Bogard. And how can I assist you? Um, so basically, I got a email... What was it? Um, yesterday? What's today? Yeah, on the... I mean, the 18th. Mm-hmm. Basically saying to assist me on my enrollment for my benefit offers for my employment. Okay. What's the name of the company to see who it's for? The, um... Is it Hota... HSS LLC? Yeah. And the last four digits of your Social? Um, 7621. All right. And if you can verify your address and date of birth for me. Yep. 1575 East 196th Street and my birthday is July 5th, 1992. Right. And what's the city and state there? Uh, Cleveland, Ohio. Okay. We have your phone number as 216-396-0486. Yep. I'm sorry, 68. Yeah, 68. Yeah. All right. And I have your email address as dicarlobogard@gmail.com. Correct. All righty. So it looks like you're here processing healthcare enrollment forms and on your coverage you chose employee plus spouse, but we did not receive your spouse's information. Oh, that was a... That was a mistake. Okay. So the coverage is just supposed to be for yourself? Yeah, just for myself. That was a mistake. Yeah. All righty. Is there anything else I can assist you with today? No, that'll be all. That's... That's the only thing that's messed up? Yes, sir. Okay. Yeah. That... Yeah, that was a mistake. All righty. Thank you so much for calling. Have a great day. Oh, you too. Thank you. Okay.

Conversation Format

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

Speaker speaker_1: Dicarlo Bogard.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, so basically, I got a email... What was it? Um, yesterday? What's today? Yeah, on the... I mean, the 18th.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Basically saying to assist me on my enrollment for my benefit offers for my employment.

Speaker speaker_0: Okay. What's the name of the company to see who it's for?

Speaker speaker_1: The, um... Is it Hota... HSS LLC?

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

Speaker speaker_1: Um, 7621.

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

Speaker speaker_1: Yep. 1575 East 196th Street and my birthday is July 5th, 1992.

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

Speaker speaker_1: Uh, Cleveland, Ohio.

Speaker speaker_0: Okay. We have your phone number as 216-396-0486.

Speaker speaker_1: Yep.

Speaker speaker_0: I'm sorry, 68.

Speaker speaker_1: Yeah, 68. Yeah.

Speaker speaker_0: All right. And I have your email address as dicarlobogard@gmail.com.

Speaker speaker_1: Correct.

Speaker speaker_0: All righty. So it looks like you're here processing healthcare enrollment forms and on your coverage you chose employee plus spouse, but we did not receive your spouse's information.

Speaker speaker_1: Oh, that was a... That was a mistake.

Speaker speaker_0: Okay. So the coverage is just supposed to be for yourself?

Speaker speaker_1: Yeah, just for myself. That was a mistake. Yeah.

Speaker speaker_0: All righty. Is there anything else I can assist you with today?

Speaker speaker_1: No, that'll be all. That's... That's the only thing that's messed up?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. Yeah. That... Yeah, that was a mistake.

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

Speaker speaker_1: Oh, you too. Thank you. Okay.