

Transcript: Pearl

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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 does- what's your speaking with? Uh, my name's Robert Sanders. And how can I assist you, Mr. Sanders? Well, I need a... I don't want the coverage part, but they made me click it because it won't let you do it on a computer. Okay, no worries. I can definitely assist you with that. What's the name of the staffing agency you work for? Oh, crap. Uh, hold on. Uh, it's in Claymore, Oklahoma. Let's see. Uh, let me find that little card I just had. Oh, where's it at? I think I got one of their cards. It is called AC... or A- ASC. Or A-C... ASC. A-S- American, American Staffing Corp. Okay. American Staffing Corp. And the last four digits of your social? 6361. Okay, so... Let me see. Give me one moment. Hm. Okay. And you just filled out your paperwork today? Yep. Okay. So they haven't sent us all your information yet. What we can do is one of two things. They do give you 30 days from the date of your first paycheck to decline the coverage, so we can wait for them to send this over, your information. Um, we can wait for them to send it with, uh, us- your information and decline it then. You will have to give us a call back maybe like next week, late next week, see if this information is here. Excuse me. Or we can create an account right now and get you declined today. If we do that, I do need your full social name, address, date of birth, phone number, and email address. That's fine. All righty. Go ahead and create your account today. We can do that. What is your full social? 446-78-6361. And you said your name is Robert Sanders, correct? Yes, ma'am. And your address? 1012 South Choctaw Place, Claymore, Oklahoma 74017. Okay. Is it South Choctaw? Yes. That's C-H-O-C-T-A-W? Uh, let me look. I think so, but let me look. That is... C-H-O-C-T-A-W. Yes. And you said that was street? Place. Yes. All righty. And your date of birth? 09/02/81. Your phone number? 918-840-2502. All righty. And we're declining coverage today, correct? That's correct. All righty. I went ahead and got you opted out. Is there anything else I can assist you with? That's all. Thank you. All righty. Thank you so much for calling. You have a great day. You too. Bye-bye.

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 does- what's your speaking with?

Speaker speaker_2: Uh, my name's Robert Sanders.

Speaker speaker_1: And how can I assist you, Mr. Sanders?

Speaker speaker_2: Well, I need a... I don't want the coverage part, but they made me click it because it won't let you do it on a computer.

Speaker speaker_1: Okay, no worries. I can definitely assist you with that. What's the name of the staffing agency you work for?

Speaker speaker_2: Oh, crap. Uh, hold on. Uh, it's in Claymore, Oklahoma. Let's see. Uh, let me find that little card I just had. Oh, where's it at? I think I got one of their cards. It is called AC... or A- ASC. Or A-C... ASC.

Speaker speaker_1: A-S-

Speaker speaker_2: American, American Staffing Corp.

Speaker speaker_1: Okay. American Staffing Corp. And the last four digits of your social?

Speaker speaker_2: 6361.

Speaker speaker_1: Okay, so... Let me see. Give me one moment. Hm. Okay. And you just filled out your paperwork today?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. So they haven't sent us all your information yet. What we can do is one of two things. They do give you 30 days from the date of your first paycheck to decline the coverage, so we can wait for them to send this over, your information. Um, we can wait for them to send it with, uh, us- your information and decline it then. You will have to give us a call back maybe like next week, late next week, see if this information is here. Excuse me. Or we can create an account right now and get you declined today. If we do that, I do need your full social name, address, date of birth, phone number, and email address.

Speaker speaker_2: That's fine.

Speaker speaker_1: All righty. Go ahead and create your account today.

Speaker speaker_2: We can do that.

Speaker speaker_1: What is your full social?

Speaker speaker_2: 446-78-6361.

Speaker speaker_1: And you said your name is Robert Sanders, correct?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And your address?

Speaker speaker_2: 1012 South Choctaw Place, Claymore, Oklahoma 74017.

Speaker speaker_1: Okay. Is it South Choctaw?

Speaker speaker_2: Yes.

Speaker speaker_1: That's C-H-O-C-T-A-W?

Speaker speaker_2: Uh, let me look. I think so, but let me look. That is... C-H-O-C-T-A-W. Yes.

Speaker speaker_1: And you said that was street?

Speaker speaker_2: Place.

Speaker speaker_1: Yes. All righty. And your date of birth?

Speaker speaker_2: 09/02/81.

Speaker speaker_1: Your phone number?

Speaker speaker_2: 918-840-2502.

Speaker speaker_1: All righty. And we're declining coverage today, correct?

Speaker speaker_2: That's correct.

Speaker speaker_1: All righty. I went ahead and got you opted out. Is there anything else I can assist you with?

Speaker speaker_2: That's all. Thank you.

Speaker speaker_1: All righty. Thank you so much for calling. You have a great day.

Speaker speaker_2: You too. Bye-bye.