

Transcript: Pearl

Rojas-5265111002038272-6628299262050304

Full Transcript

Hi. Good afternoon. ... calling about a credit card or debit card program. Can I take your name for verification? Hi. My name is Kelsi Taylor. It's K-E-L-S-I. And that's it. I'm calling... I'm sorry? Go ahead. I'm calling to get insurance set up for my job. I work for Surge Staffing. Okay. And what is the last four digits of your social? 7596. All righty. And... Hello? Yes. Bear with me one moment. I'm sorry. It keeps going out. I need you to verify your address and date of birth. It's 3176 Cabin Road, Riva, Virginia 22735. Um, and my birth date is 9-15-97. All righty. And I have your phone number as 540-423-4615. Yes, ma'am. And I have your email address as ktaylor_97@gmail.com? Yes. All righty. And do you know what plan do you wanted to enroll in today? Yes. I would like to do the VIP Standard, and then I wanted to add, um... Hold on. I gotta find it again. Um, I wanted to add the vision and the dental. Okay, so the VIP Standard, vision and dental. And this coverage is just for yourself? Yes. All righty. With those three plans, your week deductions are going to be \$23.95. Okay. It will take one to two weeks for the staffing agency to start making deductions. Once they do, the following Monday you become active, and then later that week you'll receive your vision and dental card in the mail, and your medical will go to your email. Oh, so I don't get a card for the medical? They don't send them originally, but you can request one w- once you become active. Okay, so you said how, how quickly do I get the medical, um, in my email? So it takes one to two weeks for the d- deductions to start. Okay. So just depending, then, it's the follow- the end of the week the following, following the first deduction. Okay. Sounds good. All righty. Is there anything else I can assist you with? I think that's it. Thank you so much for calling. You have a great day. You too. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. ... calling about a credit card or debit card program. Can I take your name for verification?

Speaker speaker_1: Hi. My name is Kelsi Taylor. It's K-E-L-S-I.

Speaker speaker_0: And that's it.

Speaker speaker_1: I'm calling... I'm sorry?

Speaker speaker_0: Go ahead.

Speaker speaker_1: I'm calling to get insurance set up for my job. I work for Surge Staffing.

Speaker speaker_0: Okay. And what is the last four digits of your social?

Speaker speaker_1: 7596.

Speaker speaker_0: All righty. And...

Speaker speaker_1: Hello?

Speaker speaker_0: Yes. Bear with me one moment.

Speaker speaker_1: I'm sorry. It keeps going out.

Speaker speaker_0: I need you to verify your address and date of birth.

Speaker speaker_1: It's 3176 Cabin Road, Riva, Virginia 22735. Um, and my birth date is 9-15-97.

Speaker speaker_0: All righty. And I have your phone number as 540-423-4615.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have your email address as ktaylor_97@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All righty. And do you know what plan do you wanted to enroll in today?

Speaker speaker_1: Yes. I would like to do the VIP Standard, and then I wanted to add, um... Hold on. I gotta find it again. Um, I wanted to add the vision and the dental.

Speaker speaker_0: Okay, so the VIP Standard, vision and dental. And this coverage is just for yourself?

Speaker speaker_1: Yes.

Speaker speaker_0: All righty. With those three plans, your week deductions are going to be \$23.95.

Speaker speaker_1: Okay.

Speaker speaker_0: It will take one to two weeks for the staffing agency to start making deductions. Once they do, the following Monday you become active, and then later that week you'll receive your vision and dental card in the mail, and your medical will go to your email.

Speaker speaker_1: Oh, so I don't get a card for the medical?

Speaker speaker_0: They don't send them originally, but you can request one w- once you become active.

Speaker speaker_1: Okay, so you said how, how quickly do I get the medical, um, in my email?

Speaker speaker_0: So it takes one to two weeks for the d- deductions to start.

Speaker speaker_1: Okay.

Speaker speaker_0: So just depending, then, it's the follow- the end of the week the following, following the first deduction.

Speaker speaker_1: Okay. Sounds good.

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

Speaker speaker_1: I think that's it.

Speaker speaker_0: Thank you so much for calling. You have a great day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye.