

Transcript: Pearl

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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. Who do I have the pleasure of speaking with? This is Dwight. I called earlier this week... or Dwight Black. I called earlier this week and I was putting health insurance on me and my daughter, but I didn't have her Social Security number, so they told co- they told me to call back when I had it. I just need to give it out, and yeah. Okay, what's the name of the staffing agency you work for? The Resource. And last four digits of your Social? 7007. Alrighty, and if you can confirm your address and date of birth? 427 Barnes Road, 27107 Winston-Salem, and my date of birth is 4-17-92. All righty. And I have your phone number as 336-624-9720? Yes. And I have your email address as djblack2392@yahoo.com? Yes. All righty. And what is that Social? 730178771. 877... One. All righty. I went ahead and got that in the system. Is there anything else I can help you with today? No, that is for the VIP, correct? Mm-hmm. Yes, for the VIP Classic and Dental. Yes. Okay. That's, that's all I needed, so I can make sure it's closed through. And then I should get my card a, a week or so in the mail? So it'll take one to two weeks for the staffing agency to start the deductions. After they start deductions, then next Monday you're active, and then later that week you'll receive the dental card in your mail and the medical will go to your email. Okay. All righty. Thank you for calling. You have a great day. You too.

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. Who do I have the pleasure of speaking with?

Speaker speaker_2: This is Dwight. I called earlier this week... or Dwight Black. I called earlier this week and I was putting health insurance on me and my daughter, but I didn't have her Social Security number, so they told co- they told me to call back when I had it. I just need to give it out, and yeah.

Speaker speaker_1: Okay, what's the name of the staffing agency you work for?

Speaker speaker_2: The Resource.

Speaker speaker_1: And last four digits of your Social?

Speaker speaker_2: 7007.

Speaker speaker_1: Alrighty, and if you can confirm your address and date of birth?

Speaker speaker_2: 427 Barnes Road, 27107 Winston-Salem, and my date of birth is 4-17-92.

Speaker speaker_1: All righty. And I have your phone number as 336-624-9720?

Speaker speaker_2: Yes.

Speaker speaker_1: And I have your email address as djblack2392@yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: All righty. And what is that Social?

Speaker speaker_2: 730178771.

Speaker speaker_1: 877...

Speaker speaker_2: One.

Speaker speaker_1: All righty. I went ahead and got that in the system. Is there anything else I can help you with today?

Speaker speaker_2: No, that is for the VIP, correct?

Speaker speaker_1: Mm-hmm. Yes, for the VIP Classic and Dental.

Speaker speaker_2: Yes. Okay. That's, that's all I needed, so I can make sure it's closed through. And then I should get my card a, a week or so in the mail?

Speaker speaker_1: So it'll take one to two weeks for the staffing agency to start the deductions. After they start deductions, then next Monday you're active, and then later that week you'll receive the dental card in your mail and the medical will go to your email.

Speaker speaker_2: Okay.

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

Speaker speaker_2: You too.