

Transcript: Pearl

Rojas-5328901897371648-5052498471731200

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name's Crystal. May I help you with your benefits today? Hey, my name is Crystal and I'm just calling to see if my enrollment went through. Okay. And what's the name of the staffing agency you work for? Uh, Surge Staffing. The last four digits of your social? 3747. And if you can verify your address and date of birth? My address is 11600 Georgia Highway 34, 30217. Do you need my name? Um, no. And your date of birth, sir? March the 2nd, 1991. Can I have your phone number as 256-307-0181? Yes, ma'am. Can I have your email address as cpc1749@icloud.com? Yes, ma'am. Okay. Yes, ma'am, I do have your, uh, your enrollment, um, confirmed. It looks like you'll become active this Monday coming, the 31st. And you should receive your dental and preventive health card by the end of the week, and then your medical will go to your email. Okay, thank you. No problem. Thank you for calling. You have a great day. You're great. Bye.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name's Crystal. May I help you with your benefits today?

Speaker speaker_1: Hey, my name is Crystal and I'm just calling to see if my enrollment went through.

Speaker speaker_0: Okay. And what's the name of the staffing agency you work for?

Speaker speaker_1: Uh, Surge Staffing.

Speaker speaker_0: The last four digits of your social?

Speaker speaker_1: 3747.

Speaker speaker_0: And if you can verify your address and date of birth?

Speaker speaker_1: My address is 11600 Georgia Highway 34, 30217. Do you need my name?

Speaker speaker_0: Um, no. And your date of birth, sir?

Speaker speaker_1: March the 2nd, 1991.

Speaker speaker_0: Can I have your phone number as 256-307-0181?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Can I have your email address as cpc1749@icloud.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Yes, ma'am, I do have your, uh, your enrollment, um, confirmed. It looks like you'll become active this Monday coming, the 31st. And you should receive your dental and preventive health card by the end of the week, and then your medical will go to your email.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: No problem. Thank you for calling. You have a great day.

Speaker speaker_1: You're great. Bye.