

## Transcript: Pearl

**Rojas-5340837058756608-5596256628948992**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits and a Card. My name is Pearl. Who can I place your speaking with? Caitlyn Bean. And how can I assist you? I go through Crown. I have insuran- like I've in- money comes out of my check every week for insurance through them, and I just, I need to figure out how to access that. Okay, what's the name of, um, what's the last four digits of your social actually? 3812. And you said you're with Crown? Yes, ma'am. And if you can confirm your address and date of birth. 480 Sifley Road, Apartment 205, Hopkinsville, Kentucky. And then you said, what was the other thing? Date of birth. Oh, 04-25-03. Okay, and I have your phone number as 421-8659. Yes, ma'am. And I have your email address as cbean2155@gmail.com? No. It's, uh, caitlynbean, no period or capitals, uh, 89 at gmail.com. All righty. Taking a look here, we don't have an enrollment for you. You said you're seeing deductions on your check? Yes, ma'am. Okay, what does it say next to those deductions? Uh, give me one second. Okay. I'm gonna pull it up. Okay..... Huh? This is Chris from sales. Is she working at... She's upstairs. Who is that? Oh, she's our charge nurse, like the one that's over..... No, she's on a, a UH- We just have different charge nurses or whatever. So how, does it follow, so what'd I say? Probably. Would you... These guys should brought stuff just for you to sign. Anything? Um- Probably, yeah. Sorry, I'm trying to pull it up on my pay stubs. Okay. .... On our extension list up here. Oh, yeah. CHAP. Okay. It says Medicare WH 1522. That's a state deduction. That is not, um, the benefits through your staffing agency. Okay, I'm so sorry then. No worries. You, is there anything else I can assist you with? No, ma'am. Thank you so much 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 and a Card. My name is Pearl. Who can I place your speaking with?

Speaker speaker\_2: Caitlyn Bean.

Speaker speaker\_1: And how can I assist you?

Speaker speaker\_2: I go through Crown. I have insuran- like I've in- money comes out of my check every week for insurance through them, and I just, I need to figure out how to access that.

Speaker speaker\_1: Okay, what's the name of, um, what's the last four digits of your social actually?

Speaker speaker\_2: 3812.

Speaker speaker\_1: And you said you're with Crown?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And if you can confirm your address and date of birth.

Speaker speaker\_2: 480 Sifley Road, Apartment 205, Hopkinsville, Kentucky. And then you said, what was the other thing?

Speaker speaker\_1: Date of birth.

Speaker speaker\_2: Oh, 04-25-03.

Speaker speaker\_1: Okay, and I have your phone number as 421-8659.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And I have your email address as cbean2155@gmail.com?

Speaker speaker\_2: No. It's, uh, caitlynbean, no period or capitals, uh, 89 at gmail.com.

Speaker speaker\_1: All righty. Taking a look here, we don't have an enrollment for you. You said you're seeing deductions on your check?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay, what does it say next to those deductions?

Speaker speaker\_2: Uh, give me one second.

Speaker speaker\_1: Okay.

Speaker speaker\_2: I'm gonna pull it up.

Speaker speaker\_3: Okay..... Huh? This is Chris from sales. Is she working at... She's upstairs. Who is that? Oh, she's our charge nurse, like the one that's over.....

Speaker speaker\_2: No, she's on a, a UH-

Speaker speaker\_3: We just have different charge nurses or whatever. So how, does it follow, so what'd I say?

Speaker speaker\_2: Probably.

Speaker speaker\_3: Would you... These guys should brought stuff just for you to sign. Anything?

Speaker speaker\_2: Um-

Speaker speaker\_3: Probably, yeah.

Speaker speaker\_2: Sorry, I'm trying to pull it up on my pay stubs.

Speaker speaker\_3: Okay. .... On our extension list up here. Oh, yeah. CHAP. Okay.

Speaker speaker\_2: It says Medicare WH 1522.

Speaker speaker\_1: That's a state deduction. That is not, um, the benefits through your staffing agency.

Speaker speaker\_2: Okay, I'm so sorry then.

Speaker speaker\_1: No worries. You, is there anything else I can assist you with?

Speaker speaker\_2: No, ma'am.

Speaker speaker\_1: Thank you so much for calling. You have a great day.

Speaker speaker\_2: You too.