

Transcript: Pearl

Rojas-5477976056840192-6647200347373568

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in the Car. My name is Pearl, and who is it that I'm speaking with? Um, this is Anthony Oliver. How can I assist you? Huh? How can I assist you? Um, so I got a call. I was trying to, um... Well, I, I applied for benefits through Surge Staffing. Mm-hmm. And, um, I just got a call from y'all. ??? Okay. Um, what are the last four digits of your social? Uh, 9793. And if you can confirm your address and date of birth. All right, um, date of birth is, uh, January 9th, 1991. And address is, uh, 1691 Phillips Road, uh, Ladonia, Georgia 30058. Okay. Now your phone number is 770-36-2305? That's right. And I have your email address as, um, aboaboabo502@gmail.com? That's right. So, yes, we needed to give you a call today because we do, or we did have a pending enrollment for employees plus spouse on group accident vision and, um, your VIP standard which is your m-uh, medical. Right. And we were missing the, we were missing the dependent's information, your spouse's information. Oh, I put it in there. But I can give it back, I can give it to you if you want. Yeah, 'cause that's what we... That's what she was, they were calling about. They just need that information 'cause for some reason we didn't receive it. Okay. Um, all right. So what do you need? We need it. The name? Yes. All right. Um, first name's Helen. Um, middle name is Elizabeth and last name is Boyd. B-O-O-D. Okay. Full social? You said social? Yes. Oh, I don't know her social. Um, I'll have to call you back with that one. Okay, I can put all zeroes for now. And what is her date of birth? Um, November 15th, 1973. And it was just the accident dental. I mean, sorry, group accident vision and VIP standard. Yep. Okay, so that makes your weekly deduction \$21.74. Okay. Okay, well, it take one to two weeks for the staffing agency to start those deductions. Once they do, the following Monday you become active, and then later that week you receive your dental card in your residence, and your medical will go to your email. Okay, cool. Thank you. No problem. Thank you so much for calling. You have a great day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in the Car. My name is Pearl, and who is it that I'm speaking with?

Speaker speaker_1: Um, this is Anthony Oliver.

Speaker speaker_0: How can I assist you?

Speaker speaker_1: Huh?

Speaker speaker_0: How can I assist you?

Speaker speaker_1: Um, so I got a call. I was trying to, um... Well, I, I applied for benefits through Surge Staffing.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And, um, I just got a call from y'all. ???

Speaker speaker_0: Okay. Um, what are the last four digits of your social?

Speaker speaker_1: Uh, 9793.

Speaker speaker_0: And if you can confirm your address and date of birth.

Speaker speaker_1: All right, um, date of birth is, uh, January 9th, 1991. And address is, uh, 1691 Phillips Road, uh, Ladonia, Georgia 30058.

Speaker speaker_0: Okay. Now your phone number is 770-36-2305?

Speaker speaker_1: That's right.

Speaker speaker_0: And I have your email address as, um, aboaboabo502@gmail.com?

Speaker speaker_1: That's right.

Speaker speaker_0: So, yes, we needed to give you a call today because we do, or we did have a pending enrollment for employees plus spouse on group accident vision and, um, your VIP standard which is your m- uh, medical.

Speaker speaker_1: Right.

Speaker speaker_0: And we were missing the, we were missing the dependent's information, your spouse's information.

Speaker speaker_1: Oh, I put it in there. But I can give it back, I can give it to you if you want.

Speaker speaker_0: Yeah, 'cause that's what we... That's what she was, they were calling about. They just need that information 'cause for some reason we didn't receive it.

Speaker speaker_1: Okay. Um, all right. So what do you need?

Speaker speaker_0: We need it.

Speaker speaker_1: The name?

Speaker speaker_0: Yes.

Speaker speaker_1: All right. Um, first name's Helen. Um, middle name is Elizabeth and last name is Boyd. B-O-O-D.

Speaker speaker_0: Okay. Full social?

Speaker speaker_1: You said social?

Speaker speaker_0: Yes.

Speaker speaker_1: Oh, I don't know her social. Um, I'll have to call you back with that one.

Speaker speaker_0: Okay, I can put all zeroes for now. And what is her date of birth?

Speaker speaker_1: Um, November 15th, 1973.

Speaker speaker_0: And it was just the accident dental. I mean, sorry, group accident vision and VIP standard.

Speaker speaker_1: Yep.

Speaker speaker_0: Okay, so that makes your weekly deduction \$21.74.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay, well, it take one to two weeks for the staffing agency to start those deductions. Once they do, the following Monday you become active, and then later that week you receive your dental card in your residence, and your medical will go to your email.

Speaker speaker_1: Okay, cool. Thank you.

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

Speaker speaker_1: You too. Bye-bye.