

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who did I have the pleasure of speaking with? Benjamin Weeks. And how can I assist you? Huh? And how can I assist you? Uh... what am I calling for? Oh, he needs more information. More information upon my beneficiary. You- I'm sorry. You- you have new information about your beneficiary? He is definitely not calling about the benefits for himself. I'm calling about the benefits of my spouse. Okay. And what's the name of the staffing agency you work for? Uh, Terra Staffing. And the last four digits of your social? 3381. All righty. And if you can prov- if you can provide me with your address and date of birth, please. 9-17-78. 81- 8101- 83rd Avenue. 83rd Avenue Southwest- Southwest. ... Apartment G15. Lake Washington. Lake Washington, 98498. All righty. And I have your phone number as 609-551-5523? Correct. And I have your email address as weeksbenjamin78@gmail.com? Correct. All righty. And you said you're calling about the benefits for yourself? Yeah, to make sure she's completely on there. Okay. Let's see here. So, I do have an enrollment pending for you, but it looks like, it looks like we were missing your spouse's information. So they che- and they gave you- Yeah. ... a call, but there was no answer, um- Yeah, I was probably asleep. So... Okay. All right. So now I'm calling back so you can enroll that information. Okay. Here is 911. I don't know if I'm s- I don't know if I'm making any sense, but... I definitely get you. No worries. Give me one moment. Okay. You... So we're still able to do that. Let me go ahead and change this. One moment. Mm-hmm. Okay. You want all the coverage that you chose for employee plus spouse, correct? Yes. Five, six, seven, okay. All right. So your weekly deductions are going to be at \$58.64. Um, and what is your spouse's name? Quadriyyah. Mm-hmm. Quadriyyah. Spell that for me. Q- Q- A- A. B- B. 4. R- I- Y- Y. Y- Y- H. A- H. Okay. So you said Q- A- D- R- I- Y- Y- A- H? Yeah. Yep. Great. And the last name? Shelton. S- H- E- L- T- O- N. Okay. And the full social? 157- 157. 68. 68. 69. 69. 33. 33. And date of birth. 01/23/1997. I mean, '79. Oh, I wish she was born in '97. Goddamn, I have a kid, I need to keep her. Shouldn't she been one month or so? That's how old I ask for when I everything. Okay. So when I go ahead- ahead and got, um, her put in the system you'll see one or two deductions of... Actually, let's see. Of 3487, just because the enrollment for just yourself was already sent. Um, after one to... After one to two weeks of that 34.87, it's gonna go up to the 58.64, okay? Okay. So the Monday after you see the deduction of 58.64, she will become active, and then you'll receive cards by the end of the week. You'll receive dental and vision to your residence, and then you'll receive medical to your email. 200,000. How did he send that? Dang. Wait, medical to my email, so I won't get no card for medical? No, they originally send out cards virtually, but if you want a physical, once you receive your vision and dental cards, just give us a call and we'll send out a physical for your medical. Okay. Do you have any questions? Nope. Hey, yeah, I do. So if- if I lie and

say she was born in '97 instead of '79, would that help me out? No. I don't think- I mean, she'll be younger even though she old. No, sir. No, sir. I can't, I can't, I can't get no, no younger child benefit? No, sir. Like, for old adults? Okay, I'm just trying. I know we ain't reach- You're trying, you're- ... the A-A-R-P-P challenge yet. I still got five more years for that, but, geez. Ain't no middle age crisis, uh, benefit? No, sir. Ain't no, "I can switch her numbers around 'cause they make her sound younger," benefit? No, sir. Sorry. I'm los- I'm losing an extra 20 years if I switch her numbers around. You go from 20, from 79 to 97, that's an extra 20 years. I saved 20 years- Oh. ... with our, our relationship. Well, at least our age. Even though she don't look it. I can't get nothing out of that? No, sir. You already... All right. I tried. I tried. You're crazy. But, look, look, if you figure out a way to, to, to switch the numbers around, see if it works. It might help out. No, sir. He's very crazy. I'm, I'm just saying. Tell your husband he wasn't born in '97. He was born, well, no, they'll switch that number around. Have a good day now. You as well. I'm gonna try. I'm gonna try to lie to somebody. Have a good day. You as well. Buh-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who did I have the pleasure of speaking with?

Speaker speaker_2: Benjamin Weeks.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Huh?

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Uh... what am I calling for?

Speaker speaker_3: Oh, he needs more information.

Speaker speaker_2: More information upon my beneficiary.

Speaker speaker_3: You-

Speaker speaker_1: I'm sorry. You- you have new information about your beneficiary?

Speaker speaker_3: He is definitely not calling about the benefits for himself.

Speaker speaker_2: I'm calling about the benefits of my spouse.

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

Speaker speaker_2: Uh, Terra Staffing.

Speaker speaker_1: And the last four digits of your social?

Speaker speaker_2: 3381.

Speaker speaker_1: All righty. And if you can prov- if you can provide me with your address and date of birth, please.

Speaker speaker_2: 9-17-78.

Speaker speaker_3: 81- 8101- 83rd Avenue.

Speaker speaker_2: 83rd Avenue Southwest-

Speaker speaker_3: Southwest.

Speaker speaker_2: ... Apartment G15.

Speaker speaker_3: Lake Washington.

Speaker speaker_2: Lake Washington, 98498.

Speaker speaker_1: All righty. And I have your phone number as 609-551-5523?

Speaker speaker_2: Correct.

Speaker speaker_1: And I have your email address as weeksbenjamin78@gmail.com?

Speaker speaker_2: Correct.

Speaker speaker_1: All righty. And you said you're calling about the benefits for yourself?

Speaker speaker_2: Yeah, to make sure she's completely on there.

Speaker speaker_1: Okay. Let's see here. So, I do have an enrollment pending for you, but it looks like, it looks like we were missing your spouse's information. So they che- and they gave you-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... a call, but there was no answer, um-

Speaker speaker_2: Yeah, I was probably asleep. So...

Speaker speaker_1: Okay. All right.

Speaker speaker_2: So now I'm calling back so you can enroll that information.

Speaker speaker_1: Okay. Here is 911.

Speaker speaker_2: I don't know if I'm s- I don't know if I'm making any sense, but...

Speaker speaker_1: I definitely get you. No worries. Give me one moment. Okay. You... So we're still able to do that. Let me go ahead and change this. One moment.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. You want all the coverage that you chose for employee plus spouse, correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Five, six, seven, okay. All right. So your weekly deductions are going to be at \$58.64. Um, and what is your spouse's name?

Speaker speaker_2: Quadriyyah.

Speaker speaker_3: Mm-hmm. Quadriyyah.

Speaker speaker_1: Spell that for me.

Speaker speaker_3: Q-

Speaker speaker_1: Q-

Speaker speaker_3: A-

Speaker speaker_1: A.

Speaker speaker_3: B-

Speaker speaker_2: B.

Speaker speaker_3: 4.

Speaker speaker_2: R-I-

Speaker speaker_3: Y-Y.

Speaker speaker_2: Y-Y-

Speaker speaker_3: H.

Speaker speaker_2: A-H.

Speaker speaker_1: Okay. So you said Q-A-D-R-I-Y-Y-A-H?

Speaker speaker_3: Yeah.

Speaker speaker_2: Yep.

Speaker speaker_1: Great. And the last name?

Speaker speaker_2: Shelton. S-H-E-L-T-O-N.

Speaker speaker_1: Okay. And the full social?

Speaker speaker_3: 157-

Speaker speaker_2: 157.

Speaker speaker_3: 68.

Speaker speaker_2: 68.

Speaker speaker_3: 69.

Speaker speaker_2: 69.

Speaker speaker_3: 33.

Speaker speaker_2: 33.

Speaker speaker_1: And date of birth.

Speaker speaker_2: 01/23/1997. I mean, '79. Oh, I wish she was born in '97. Goddamn, I have a kid, I need to keep her. Shouldn't she been one month or so? That's how old I ask for when I everything.

Speaker speaker_1: Okay. So when I go ahead- ahead and got, um, her put in the system you'll see one or two deductions of... Actually, let's see. Of 3487, just because the enrollment for just yourself was already sent. Um, after one to... After one to two weeks of that 34.87, it's gonna go up to the 58.64, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: So the Monday after you see the deduction of 58.64, she will become active, and then you'll receive cards by the end of the week. You'll receive dental and vision to your residence, and then you'll receive medical to your email.

Speaker speaker_3: 200,000.

Speaker speaker_4: How did he send that?

Speaker speaker_2: Dang. Wait, medical to my email, so I won't get no card for medical?

Speaker speaker_1: No, they originally send out cards virtually, but if you want a physical, once you receive your vision and dental cards, just give us a call and we'll send out a physical for your medical.

Speaker speaker_2: Okay.

Speaker speaker_1: Do you have any questions?

Speaker speaker_2: Nope. Hey, yeah, I do. So if- if I lie and say she was born in '97 instead of '79, would that help me out?

Speaker speaker_1: No.

Speaker speaker_3: I don't think-

Speaker speaker_2: I mean, she'll be younger even though she old.

Speaker speaker_1: No, sir. No, sir.

Speaker speaker_2: I can't, I can't, I can't get no, no younger child benefit?

Speaker speaker_1: No, sir.

Speaker speaker_2: Like, for old adults? Okay, I'm just trying. I know we ain't reach-

Speaker speaker_1: You're trying, you're-

Speaker speaker_2: ... the A-A-R-P-P challenge yet. I still got five more years for that, but, geez. Ain't no middle age crisis, uh, benefit?

Speaker speaker_1: No, sir.

Speaker speaker_2: Ain't no, "I can switch her numbers around 'cause they make her sound younger," benefit?

Speaker speaker_1: No, sir. Sorry.

Speaker speaker_2: I'm los- I'm losing an extra 20 years if I switch her numbers around. You go from 20, from 79 to 97, that's an extra 20 years. I saved 20 years-

Speaker speaker_1: Oh.

Speaker speaker_2: ... with our, our relationship. Well, at least our age. Even though she don't look it. I can't get nothing out of that?

Speaker speaker_1: No, sir. You already...

Speaker speaker_2: All right. I tried. I tried.

Speaker speaker_1: You're crazy.

Speaker speaker_2: But, look, look, if you figure out a way to, to, to switch the numbers around, see if it works. It might help out.

Speaker speaker_1: No, sir. He's very crazy.

Speaker speaker_2: I'm, I'm just saying. Tell your husband he wasn't born in '97. He was born, well, no, they'll switch that number around. Have a good day now.

Speaker speaker_1: You as well.

Speaker speaker_2: I'm gonna try. I'm gonna try to lie to somebody. Have a good day.

Speaker speaker_1: You as well. Buh-bye.

Speaker speaker_2: Bye-bye.