

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 do I have the pleasure of speaking with? Uh, Kenneth Griffin. I'm sorry, can you repeat that? You sound really low. Oh, I'm Kenneth Griffin. Kenneth Griffin. Okay. And how can I assist you? Oh, yes. I was supposed to be calling back to add my spouse on. And I h- I had to get her information, and I'm ready to add her on. Okay. All righty. And what's the name of the staffing agency you work for? Uh, MAU. And the last four digits of your social? 1657. All righty. And if you can verify your address and date of birth? Uh, 10 Lincoln Court, Cayton South, Carolina 29687. 10478. All righty. Your phone number is 864-315-7303? Yes. Can I have your email address as griffinog0@g- @gmail.com? Yeah, griffinog000@gmail.com. Okay, and to what coverage are you wanting to add your wife? Say what now? To which coverage are you wanting to add your wife? Are you're wanting to add her to the dental term life and the preventative health? Yes. Your, what, what, what, what, what, what, what will, what'll be the total weekly or monthly for the, for the, for the coverage that I'm getting? If, if you were to add on your sp- your spouse, your weekly deductions would be \$33.57. For all thre- oh, her, for all three of us, or just for her? For all three. Okay. Yeah, yeah, I want to add her on. Okay. So, um, your weekly deductions are gonna be at \$33.57. It will take one to two weeks for your staffing agency to adjust these deductions. Once you see the new amount of \$33, um, and 57 cents, then your, the next Monday your wife will be active. What is her name? Okay. Her name is Rashida Griffin. It's not her first- R-A- name. R-A-S-H-I-D-A. I-E-A? No, it's R-A-S-H-I-D-A. Um, D as in dog, or B as in boy? Uh, D as in dog. D-A, D as in dog, A as in apple. All righty. And what is the full social? The full social is... Hold on for a second. It's 251-75-8170. Okay, and date of birth? Her date of birth is January the 12th, just had a birthday, 1981. All righty. Okay, so I went ahead and added your spouse on. Is there anything else I can assist you with today? Is it what now? Anything else I can assist you with today? Oh, no, that'd be it. All righty. Thank you so much for calling. You have a great day. Thank you.

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 do I have the pleasure of speaking with?

Speaker speaker_2: Uh, Kenneth Griffin.

Speaker speaker_1: I'm sorry, can you repeat that? You sound really low.

Speaker speaker_2: Oh, I'm Kenneth Griffin. Kenneth Griffin.

Speaker speaker_1: Okay. And how can I assist you?

Speaker speaker_2: Oh, yes. I was supposed to be calling back to add my spouse on. And I h- I had to get her information, and I'm ready to add her on.

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

Speaker speaker_2: Uh, MAU.

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

Speaker speaker_2: 1657.

Speaker speaker_1: All righty. And if you can verify your address and date of birth?

Speaker speaker_2: Uh, 10 Lincoln Court, Cayton South, Carolina 29687. 10478.

Speaker speaker_1: All righty. Your phone number is 864-315-7303?

Speaker speaker_2: Yes.

Speaker speaker_1: Can I have your email address as griffinog0@g- @gmail.com?

Speaker speaker_2: Yeah, griffinog000@gmail.com.

Speaker speaker_1: Okay, and to what coverage are you wanting to add your wife?

Speaker speaker_2: Say what now?

Speaker speaker_1: To which coverage are you wanting to add your wife? Are you're wanting to add her to the dental term life and the preventative health?

Speaker speaker_2: Yes. Your, what, what, what, what, what, what, what will, what'll be the total weekly or monthly for the, for the, for the coverage that I'm getting?

Speaker speaker_1: If, if you were to add on your sp- your spouse, your weekly deductions would be \$33.57.

Speaker speaker_2: For all thre- oh, her, for all three of us, or just for her?

Speaker speaker_1: For all three.

Speaker speaker_2: Okay. Yeah, yeah, I want to add her on.

Speaker speaker_1: Okay. So, um, your weekly deductions are gonna be at \$33.57. It will take one to two weeks for your staffing agency to adjust these deductions. Once you see the new amount of \$33, um, and 57 cents, then your, the next Monday your wife will be active. What is her name?

Speaker speaker_2: Okay. Her name is Rashida Griffin.

Speaker speaker_1: It's not her first-

Speaker speaker_2: R-A-

Speaker speaker_1: name.

Speaker speaker_2: R-A-S-H-I-D-A.

Speaker speaker_1: I-E-A?

Speaker speaker_2: No, it's R-A-S-H-I-D-A.

Speaker speaker_1: Um, D as in dog, or B as in boy?

Speaker speaker_2: Uh, D as in dog. D-A, D as in dog, A as in apple.

Speaker speaker_1: All righty. And what is the full social?

Speaker speaker_2: The full social is... Hold on for a second. It's 251-75-8170.

Speaker speaker_1: Okay, and date of birth?

Speaker speaker_2: Her date of birth is January the 12th, just had a birthday, 1981.

Speaker speaker_1: All righty. Okay, so I went ahead and added your spouse on. Is there anything else I can assist you with today?

Speaker speaker_2: Is it what now?

Speaker speaker_1: Anything else I can assist you with today?

Speaker speaker_2: Oh, no, that'd be it.

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

Speaker speaker_2: Thank you.