

Transcript: Pearl

Rojas-5862961383653376-5956500402651136

Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Um, my name is Heather Mead. And how can I assist you? Um, so I was just wondering, um, I signed up for like the benefits through the staffing agency that I work at. Um, and it was a couple months ago that I did it but I've never heard anything. So, I was like going through my messages and found this phone number to try and call them and like, how I look into that or how I check on it or something. Okay. Because that What's the name of the staffing agency you work for? Um, Crown Staffing. And the last four digits of your social? 2427. All righty. And if you can verify your address and date of birth for me. Um, it's 1546 Almond Avenue, North Vernon, Indiana 47265. And then my birthday is November 20th, 1984. Okay. And your phone number is 718-6549? Yeah. Thank you. One moment. And I have your email address as hnauert03@gmail.com? Yeah. You said you enrolled when you first started with your agency? I'm sorry, what was that? You enrolled when you first started with your agency? Um, yes. When I did the initial paperwork, I like signed it. I signed up to opt in to the benefits. Okay. I don't have any enrollment forms for you or anything stating you called or did it online. I, I don't have an enrollment at all for you. Hmm, it was paperwork in the office that I had to sign. Okay. Um, yeah because I'm, I'm not seeing anything. Uh, um, the only thing I can recommend is reaching out to your staffing agency and seeing if they have any record or what was going, what's going on, 'cause I don't have the basis of any forms for you. Okay. All righty. I've asked them a few times and kind of just don't really get an answer. I get an answer to everything except that, but I guess I'll try again. All righty. Um, yeah, if they, if they're able to, to show you the enrollment form that, that, um, you filled out or if they have anything that they sent us or something, um, just give us a call back and we'll request those documents, uh, and get them processed and see what happened there. But w- but you would have to speak to that agency. Okay. All right. Thank you. Thank you, sir, for calling. You have a great day. Bye-bye.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Um, my name is Heather Mead.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, so I was just wondering, um, I signed up for like the benefits through the staffing agency that I work at. Um, and it was a couple months ago that I did it but I've never heard anything. So, I was like going through my messages and found this phone number to try and call them and like, how I look into that or how I check on it or something.

Speaker speaker_0: Okay.

Speaker speaker_1: Because that

Speaker speaker_2: What's the name of the staffing agency you work for?

Speaker speaker_1: Um, Crown Staffing.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: 2427.

Speaker speaker_0: All righty. And if you can verify your address and date of birth for me.

Speaker speaker_1: Um, it's 1546 Almond Avenue, North Vernon, Indiana 47265. And then my birthday is November 20th, 1984.

Speaker speaker_0: Okay. And your phone number is 718-6549?

Speaker speaker_1: Yeah.

Speaker speaker_0: Thank you. One moment. And I have your email address as hnauert03@gmail.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: You said you enrolled when you first started with your agency?

Speaker speaker_1: I'm sorry, what was that?

Speaker speaker_0: You enrolled when you first started with your agency?

Speaker speaker_1: Um, yes. When I did the initial paperwork, I like signed it. I signed up to opt in to the benefits.

Speaker speaker_0: Okay. I don't have any enrollment forms for you or anything stating you called or did it online. I, I don't have an enrollment at all for you.

Speaker speaker_1: Hmm, it was paperwork in the office that I had to sign.

Speaker speaker_0: Okay. Um, yeah because I'm, I'm not seeing anything. Uh, um, the only thing I can recommend is reaching out to your staffing agency and seeing if they have any record or what was going, what's going on, 'cause I don't have the basis of any forms for you.

Speaker speaker_1: Okay. All righty. I've asked them a few times and kind of just don't really get an answer. I get an answer to everything except that, but I guess I'll try again.

Speaker speaker_0: All righty. Um, yeah, if they, if they're able to, to show you the enrollment form that, that, um, you filled out or if they have anything that they sent us or something, um,

just give us a call back and we'll request those documents, uh, and get them processed and see what happened there. But w- but you would have to speak to that agency.

Speaker speaker_1: Okay. All right. Thank you.

Speaker speaker_0: Thank you, sir, for calling. You have a great day. Bye-bye.