

Transcript: Pearl

Rojas-6171661917274112-6691719575814144

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello? Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who the hell was I just speaking with? Uh, Buron Watson, B-U-R-O-N. And how can I assist you? Hello? Yes. How can I assist- Can, can you hear me? Oh. A little bit. I, uh... Yeah. Well, I need to set up my insurance and they were supposed to call me back, but we were working like 50-hour weeks, so I don't know if I even got a call or if I did, I probably missed it. And I'm just now getting a little bit of time. Okay. What's the name of the staffing agency you work for? Uh, Surge Staffing. And the last four digits of your Social? 6164. Great. I just need to confirm your address and date of birth. Um, 3097 County Road 843, Dawson, Alabama, 35963. And 01/30/1997. Okay. Can I have your phone number as 404-973-7594? Yes. Can I have your email address as B-E-A-U Watson15@gmail.com? Yes. Okay. Give me one moment here. Okay. So it looks like we did give you a call back on the... You spoke with, um, Miss Sarah initially on the 6th of December. We gave you a call back on the 9th and you were, uh, you were eligible to enroll. Um, we did... We weren't able to leave you a voice note, but we did send you an email requesting you to give us a call back. Unfortunately, your window to enroll has ended. It... The last day to enroll was the 21st. Um, so now you would have to wait for company open enrollment, which is in Aug... uh, is in August of next year.

Conversation Format

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

Speaker speaker_1: Hello?

Speaker speaker_2: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who the hell was I just speaking with?

Speaker speaker_1: Uh, Buron Watson, B-U-R-O-N.

Speaker speaker_2: And how can I assist you? Hello?

Speaker speaker_1: Yes.

Speaker speaker_2: How can I assist-

Speaker speaker_1: Can, can you hear me? Oh.

Speaker speaker_2: A little bit.

Speaker speaker_1: I, uh... Yeah. Well, I need to set up my insurance and they were supposed to call me back, but we were working like 50-hour weeks, so I don't know if I even got a call or if I did, I probably missed it. And I'm just now getting a little bit of time.

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

Speaker speaker_1: Uh, Surge Staffing.

Speaker speaker_2: And the last four digits of your Social?

Speaker speaker_1: 6164.

Speaker speaker_2: Great. I just need to confirm your address and date of birth.

Speaker speaker_1: Um, 3097 County Road 843, Dawson, Alabama, 35963. And 01/30/1997.

Speaker speaker_2: Okay. Can I have your phone number as 404-973-7594?

Speaker speaker_1: Yes.

Speaker speaker_2: Can I have your email address as B-E-A-U Watson15@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. Give me one moment here. Okay. So it looks like we did give you a call back on the... You spoke with, um, Miss Sarah initially on the 6th of December. We gave you a call back on the 9th and you were, uh, you were eligible to enroll. Um, we did... We weren't able to leave you a voice note, but we did send you an email requesting you to give us a call back. Unfortunately, your window to enroll has ended. It... The last day to enroll was the 21st. Um, so now you would have to wait for company open enrollment, which is in Aug-... uh, is in August of next year.