

Transcript: Pearl

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Full Transcript

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl Who-who-who else is you speaking with? Uh, Marius Whitehead. And how can I assist you? Yes, ma'am. I was calling because... I called like two weeks ago to request for a physical, uh, car, insurance card and I have yet to receive it. I, I mean, I'm trying to see what's going on with- Okay, what's the name of the staffing agency you work for? On Track Staffing. And the last four digits of your social? 1191. All right, and if you can verify your address and date of birth. 3954 Autumn Ridge Court, Apartment 302, Memphis, Tennessee 38115. All righty, and, um, your date of birth? 04/16/97. Okay, that means your phone number is 901-513-7318? Correct. And have you emailed us at mariuswhiteheadjr@gmail.com? Correct. Okay, so it looks like with the apartment number we didn't have complete. We had it as Apartment 30 instead of 302. I'll get another, another request sent out for your dent- uh, your, um, medical card to be sent. Or, well- Okay. ... apparently you need all three, don't you, the dental, vision and the medical? Uh, yeah, well, uh, just to... Uh, I wanted, I wanted to take, uh, the vis- the vision off, uh, because I don't need the vision. I just need the dental and the medical card. Okay, so you want to cancel your vision and then request a dental and, and medical card? Correct, yes, ma'am. Okay, so that brings your weekly deductions down to \$27.28. Okay. It will take one to two weeks for the staffing agency to adjust your deductions. And I'll get your dental and physical card, um, requested for you. And it will take about 7 to 10 business days, okay? Okay. Uh, do y'all got the right address this time? I mean, the apartment number- 309- ... the apartment number? Apt 302, correct? Yes, ma'am. All righty, I'll go ahead and get those sent out. Thank you so much for calling. You have a great day. All right, and I'm requesting for dental and medical- Yes, sir. ... insurance card. Yes, sir. All right, thank you. Enjoy your day. You as well.

Conversation Format

Speaker speaker_0: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl Who-who-who else is you speaking with?

Speaker speaker_1: Uh, Marius Whitehead.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Yes, ma'am. I was calling because... I called like two weeks ago to request for a physical, uh, car, insurance card and I have yet to receive it. I, I mean, I'm trying to see what's going on with-

Speaker speaker_0: Okay, what's the name of the staffing agency you work for?

Speaker speaker_1: On Track Staffing.

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

Speaker speaker_1: 1191.

Speaker speaker_0: All right, and if you can verify your address and date of birth.

Speaker speaker_1: 3954 Autumn Ridge Court, Apartment 302, Memphis, Tennessee 38115.

Speaker speaker_0: All righty, and, um, your date of birth?

Speaker speaker_1: 04/16/97.

Speaker speaker_0: Okay, that means your phone number is 901-513-7318?

Speaker speaker_1: Correct.

Speaker speaker_0: And have you emailed us at mariuswhiteheadjr@gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay, so it looks like with the apartment number we didn't have complete. We had it as Apartment 30 instead of 302. I'll get another, another request sent out for your dent- uh, your, um, medical card to be sent. Or, well-

Speaker speaker_1: Okay.

Speaker speaker_0: ... apparently you need all three, don't you, the dental, vision and the medical?

Speaker speaker_1: Uh, yeah, well, uh, just to... Uh, I wanted, I wanted to take, uh, the vis- the vision off, uh, because I don't need the vision. I just need the dental and the medical card.

Speaker speaker_0: Okay, so you want to cancel your vision and then request a dental and, and medical card?

Speaker speaker_1: Correct, yes, ma'am.

Speaker speaker_0: Okay, so that brings your weekly deductions down to \$27.28.

Speaker speaker_1: Okay.

Speaker speaker_0: It will take one to two weeks for the staffing agency to adjust your deductions. And I'll get your dental and physical card, um, requested for you. And it will take about 7 to 10 business days, okay?

Speaker speaker_1: Okay. Uh, do y'all got the right address this time? I mean, the apartment number-

Speaker speaker_0: 309-

Speaker speaker_1: ... the apartment number?

Speaker speaker_0: Apt 302, correct?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All righty, I'll go ahead and get those sent out. Thank you so much for calling. You have a great day.

Speaker speaker_1: All right, and I'm requesting for dental and medical-

Speaker speaker_0: Yes, sir.

Speaker speaker_1: ... insurance card.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: All right, thank you. Enjoy your day.

Speaker speaker_0: You as well.