

## Transcript: Pearl

**Rojas-6321853943169024-5174257572823040**

### Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Cart. My name is Pearl. Who the hell is this I'm speaking with? Yeah, good, we are speaking to Ramon Olafune. And how can I assist you? So, yeah, I saw your message about, uh, insurance, health insurance. Okay. So I don't want, I don't want you to sell me a, the health insurance. I don't need the health insurance. Okay, what's the name of the staff- But I, I, I would, I would like to know if I need it. Okay. What's the name of the staffing agency you work for? Huh? What's the name of the staffing agency you work for? Oh, Victoria Parking. The name where you applied? Yeah, Victoria Parking. No, where did you apply? I didn't apply. Where did you put in your paperwork? Oh, Sugar, uh, Sugar, Sugar Agency. Surgy? Sug- Sugar Agency. I don't understand what they're saying to me. I just read the message. Okay. You said, "Sugar Agency"? Yeah. That's the name of the place where you applied for the job? Yeah. Oh, my... Sugar. But I, I'll talk to the a- uh, the agency that I don't need it, so it's, they said it's going to call you guys that I can call also. So I called you. What's the name of the agency? S-U-R-G-R, S-U-R-G-E. Okay, Surge Staffing. What are the last four digits of your Social? Hello, pardon, what I say? What are the last four digits of your Social? Okay, the last digits of my Social? Yes. Okay, thank you. No, I need them. Okay, 77-38. Okay, give me one moment. What is your date of birth? 03-26-1972. Could you repeat your name for me? Ramon Olafune. Okay. And what is your address? 645 Callages, Obaro. Okay, and what's the city and state? Huh? The city and state. Maryland, Obaro. I have your phone number as 34- Obakpo. Okay, I have your phone number as 347-610-5231. Huh? Your phone number, 347-610-5251. Yeah, yeah, 47, oh, yeah, that was my phone number. Okay, and you said you don't want the insurance, correct? Yeah, yeah, yeah. I don't want it. Okay, I opted you out. Can I help you with anything else? If I, if I, if I get it, I let you know. Okay, you have 30 days from your first paycheck to enroll in coverage if you want it. Okay, okay. Oh, I have only 30 days? Yes. So when, when's the thir- when these 30 days start to count? Are you counting from today? No, it starts on the 17th of March. Okay, next month. I'm sorry, that's the 17th, the 17th of April until... Let me, give me one second, I'll tell you when it ends. Okay, thank you. Thanks for You have until the 16th of May. May, okay. Thank you. No problem. Thank you very much. Is there anything I can help you with? No, I'm fine. I'm good. Thanks a lot. Thanks so much for calling. Thank you very much. You have a great day. Uh, you too. Thank you very much. Bye. Bye. 7758.

### Conversation Format

Speaker speaker\_0: Hi. Good afternoon. Thank you for calling Benefits in a Cart. My name is Pearl. Who the hell is this I'm speaking with?

Speaker speaker\_1: Yeah, good, we are speaking to Ramon Olafune.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: So, yeah, I saw your message about, uh, insurance, health insurance.

Speaker speaker\_0: Okay.

Speaker speaker\_1: So I don't want, I don't want you to sell me a, the health insurance. I don't need the health insurance.

Speaker speaker\_0: Okay, what's the name of the staff-

Speaker speaker\_1: But I, I, I would, I would like to know if I need it.

Speaker speaker\_0: Okay. What's the name of the staffing agency you work for?

Speaker speaker\_1: Huh?

Speaker speaker\_0: What's the name of the staffing agency you work for?

Speaker speaker\_1: Oh, Victoria Parking.

Speaker speaker\_0: The name where you applied?

Speaker speaker\_1: Yeah, Victoria Parking.

Speaker speaker\_0: No, where did you apply?

Speaker speaker\_1: I didn't apply.

Speaker speaker\_0: Where did you put in your paperwork?

Speaker speaker\_1: Oh, Sugar, uh, Sugar, Sugar Agency.

Speaker speaker\_0: Surgy?

Speaker speaker\_1: Sug- Sugar Agency. I don't understand what they're saying to me. I just read the message.

Speaker speaker\_0: Okay. You said, "Sugar Agency"?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: That's the name of the place where you applied for the job?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Oh, my... Sugar.

Speaker speaker\_1: But I, I'll talk to the a- uh, the agency that I don't need it, so it's, they said it's going to call you guys that I can call also. So I called you.

Speaker speaker\_0: What's the name of the agency?

Speaker speaker\_1: S-U-R-G-R, S-U-R-G-E.

Speaker speaker\_0: Okay, Surge Staffing. What are the last four digits of your Social?

Speaker speaker\_1: Hello, pardon, what I say?

Speaker speaker\_0: What are the last four digits of your Social?

Speaker speaker\_1: Okay, the last digits of my Social?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: No, I need them.

Speaker speaker\_1: Okay, 77-38.

Speaker speaker\_0: Okay, give me one moment. What is your date of birth?

Speaker speaker\_1: 03-26-1972.

Speaker speaker\_0: Could you repeat your name for me?

Speaker speaker\_1: Ramon Olafune.

Speaker speaker\_0: Okay. And what is your address?

Speaker speaker\_1: 645 Callages, Obaro.

Speaker speaker\_0: Okay, and what's the city and state?

Speaker speaker\_1: Huh?

Speaker speaker\_0: The city and state.

Speaker speaker\_1: Maryland, Obaro.

Speaker speaker\_0: I have your phone number as 34-

Speaker speaker\_1: Obakpo.

Speaker speaker\_0: Okay, I have your phone number as 347-610-5231.

Speaker speaker\_1: Huh?

Speaker speaker\_0: Your phone number, 347-610-5251.

Speaker speaker\_1: Yeah, yeah, 47, oh, yeah, that was my phone number.

Speaker speaker\_0: Okay, and you said you don't want the insurance, correct?

Speaker speaker\_1: Yeah, yeah, yeah. I don't want it.

Speaker speaker\_0: Okay, I opted you out. Can I help you with anything else?

Speaker speaker\_1: If I, if I, if I get it, I let you know.

Speaker speaker\_0: Okay, you have 30 days from your first paycheck to enroll in coverage if you want it.

Speaker speaker\_1: Okay, okay. Oh, I have only 30 days?

Speaker speaker\_0: Yes.

Speaker speaker\_1: So when, when's the thir- when these 30 days start to count? Are you counting from today?

Speaker speaker\_0: No, it starts on the 17th of March.

Speaker speaker\_1: Okay, next month.

Speaker speaker\_0: I'm sorry, that's the 17th, the 17th of April until... Let me, give me one second, I'll tell you when it ends.

Speaker speaker\_1: Okay, thank you. Thanks for

Speaker speaker\_0: You have until the 16th of May.

Speaker speaker\_1: May, okay. Thank you.

Speaker speaker\_0: No problem.

Speaker speaker\_1: Thank you very much.

Speaker speaker\_0: Is there anything I can help you with?

Speaker speaker\_1: No, I'm fine. I'm good. Thanks a lot.

Speaker speaker\_0: Thanks so much for calling.

Speaker speaker\_1: Thank you very much.

Speaker speaker\_0: You have a great day.

Speaker speaker\_1: Uh, you too. Thank you very much.

Speaker speaker\_0: Bye.

Speaker speaker\_1: Bye. 7758.