

Transcript: Pearl

Rojas-6338875772846080-5291825023107072

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits Center Card. My name is Pearl, who may I have the pleasure of speaking with? Uh, this is, uh, Amir Nunn. And how can I assist you? Um, I, I got a message saying I needed to call for, uh, open enrollment for, uh, the insurance. Okay. What's the name of the staff agency you work for? Say it again. What's the name of the staff agency you work for? Uh, Innovative Staff Solutions Magna. All righty. And what are the last four digits of your social? Uh, 5631. All righty. And your address and date of birth? Um, so, uh, uh, 109 McGuinness Street, Energy, Illinois, 611... uh, or 61399. Hold on. 'Cause I just moved out here. Give me just a sec. Um, but my date of birth is, uh, 11/05/03. Okay. Don't worry about that ZIP code. What is... I have your phone number as 262-627-1117? Yep. And I have your email address as your first name... actually, no. A-a-m-i-m-u-n8@t.com? Yeah. Okay. So I already have you, um, within enrollment. I have you down for medical, dental, life insurance, group accident, which is additional coverage to your medical and preventative health. And it looks like your coverage just become active this week, so you should receive your medical card to your email, and your dental to your residence by the end of the week. With your - Okay. So there is no... there is no, uh, physical medical card? No. You can request one. Um, I could actually request one be sent to you, but it'll take seven to ten business days to arrive. Okay. Could you do that for me? Of course. Is there anything else I can assist you with? All right. Say it again? Is there anything else I can assist you with today? Uh, no, that'll be all. All right. Thank you so much for calling. Have a good day. You too. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits Center Card. My name is Pearl, who may I have the pleasure of speaking with?

Speaker speaker_2: Uh, this is, uh, Amir Nunn.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Um, I, I got a message saying I needed to call for, uh, open enrollment for, uh, the insurance.

Speaker speaker_1: Okay. What's the name of the staff agency you work for?

Speaker speaker_2: Say it again.

Speaker speaker_1: What's the name of the staff agency you work for?

Speaker speaker_2: Uh, Innovative Staff Solutions Magna.

Speaker speaker_1: All righty. And what are the last four digits of your social?

Speaker speaker_2: Uh, 5631.

Speaker speaker_1: All righty. And your address and date of birth?

Speaker speaker_2: Um, so, uh, uh, 109 McGuinness Street, Energy, Illinois, 611... uh, or 61399. Hold on. 'Cause I just moved out here. Give me just a sec. Um, but my date of birth is, uh, 11/05/03.

Speaker speaker_1: Okay. Don't worry about that ZIP code. What is... I have your phone number as 262-627-1117?

Speaker speaker_2: Yep.

Speaker speaker_1: And I have your email address as your first name... actually, no. A-a-m-i-m-u-n-n8@t.com?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. So I already have you, um, within enrollment. I have you down for medical, dental, life insurance, group accident, which is additional coverage to your medical and preventative health. And it looks like your coverage just become active this week, so you should receive your medical card to your email, and your dental to your residence by the end of the week. With your -

Speaker speaker_2: Okay. So there is no... there is no, uh, physical medical card?

Speaker speaker_1: No. You can request one. Um, I could actually request one be sent to you, but it'll take seven to ten business days to arrive.

Speaker speaker_2: Okay. Could you do that for me?

Speaker speaker_1: Of course. Is there anything else I can assist you with?

Speaker speaker_2: All right. Say it again?

Speaker speaker_1: Is there anything else I can assist you with today?

Speaker speaker_2: Uh, no, that'll be all.

Speaker speaker_1: All right. Thank you so much for calling. Have a good day.

Speaker speaker_2: You too. Thank you. Bye.