

Transcript: Pearl

Rojas-6352211698958336-4948538188021760

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who does ...
Hi, this is Cathy Olibo. Uh, I'm just checking, we're not sure... I work with Priority Personnel and I'm not sure if on this paycheck, we have the benefits taken out or if you can tell me just when the benefits may start for me? Okay, do you work with Priority Personnel and you need to know when a member's benefits are going to start being taken out? Uh, I work through Pers- uh, Priority Personnel. I don't work for them. Okay. It's a 10 19 0 0 C- Oh, okay. ... incident. Yep, no worries. I understood wrong. There you go, so you work for Priority Personnel. No, not at all . What are the last four digits of your Social? 3360. All righty. And you said you're Ms. Cathy, correct? Yes, ma'am. And if you can confirm your address and date of birth? Yes, 805 Sturgeon Street, San Marcos, Texas 78666. And my e- uh, what did you say, email? No, your f- uh, date of birth. Oh, it's 8/24/65. Okay, and I have your phone number as 512-635-5107? Yes. And I have your email address as cat_oli@yahoo.com? Yes. Okay, and taking a look here, your enrollment was actually processed this morning, so it'll take one to two weeks for it to become active. The Monday after the first deduction, you become active and then later that week you'll receive your... Let's take a look here. You'll receive your dental and vision card to your residence. Okay. So you said in two weeks? One to two weeks, yes, ma'am. One to two weeks. Okay, sounds good. Well, that's all I needed. Thank you so very much. No problem. Thank you so much for calling. You have a great day. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who does ...

Speaker speaker_1: Hi, this is Cathy Olibo. Uh, I'm just checking, we're not sure... I work with Priority Personnel and I'm not sure if on this paycheck, we have the benefits taken out or if you can tell me just when the benefits may start for me?

Speaker speaker_0: Okay, do you work with Priority Personnel and you need to know when a member's benefits are going to start being taken out?

Speaker speaker_1: Uh, I work through Pers- uh, Priority Personnel. I don't work for them.

Speaker speaker_0: Okay.

Speaker speaker_1: It's a 10 19 0 0 C-

Speaker speaker_0: Oh, okay.

Speaker speaker_1: ... incident.

Speaker speaker_0: Yep, no worries. I understood wrong. There you go, so you work for Priority Personnel.

Speaker speaker_1: No, not at all .

Speaker speaker_0: What are the last four digits of your Social?

Speaker speaker_1: 3360.

Speaker speaker_0: All righty. And you said you're Ms. Cathy, correct?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And if you can confirm your address and date of birth?

Speaker speaker_1: Yes, 805 Sturgeon Street, San Marcos, Texas 78666. And my e- uh, what did you say, email?

Speaker speaker_0: No, your f- uh, date of birth.

Speaker speaker_1: Oh, it's 8/24/65.

Speaker speaker_0: Okay, and I have your phone number as 512-635-5107?

Speaker speaker_1: Yes.

Speaker speaker_0: And I have your email address as cat_oli@yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, and taking a look here, your enrollment was actually processed this morning, so it'll take one to two weeks for it to become active. The Monday after the first deduction, you become active and then later that week you'll receive your... Let's take a look here. You'll receive your dental and vision card to your residence.

Speaker speaker_1: Okay. So you said in two weeks?

Speaker speaker_0: One to two weeks, yes, ma'am.

Speaker speaker_1: One to two weeks. Okay, sounds good. Well, that's all I needed. Thank you so very much.

Speaker speaker_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_1: Bye-bye.

Speaker speaker_0: Bye-bye.