

## Transcript: Pearl

**Rojas-6447441707581440-5474345236348928**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. I just walked the club, yeah. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who the hell was I just speaking with? Aye, it's Rashard Carson. And how can I assist you? Hey, I have coverage on me and my kids. Well, I obviously want my daughter on here, but I need to add my seven-year-old to the, um, to my insurance as well. He has to go to the doctor, and they're not showing his name. Okay. What's the name of the staffing agency you work for? Um, Focus People. That's the name of the agency where you applied? Uh-huh. Oh, you want... You, you want the name of the... What you need my... Hold on real quick. Hold on. Hold on. Hold on. Um, Plan PAI. That's where you applied? Uh, yes, I'm guessing. I'm, I'm working through Focus People But the name of the insurance, um, I have is PAI. I have the group number and the ID number. Um, okay. So we don't have an insurance carrier named PAI or a staffing agency named Focus People. I might have the wrong... Um, well, this is the number that's on the form that I filled out. You are not... For faster result, call... Yeah, this is the number. You want to try to pull... Oh, you know what? This the wrong job. ATC, I'm calling about my defect job. This is ATC, I'm sorry. Oh, it's okay. I was getting one more. Oh, it's ATC. No worries here. Okay, what are the last four digits of your social? It's 3364... I'm calling about defect. This... I got insurance through ATC. Not- Okay, did you get confirmed your address and date of birth? Uh-huh. 12-31-1993, 1149 West College Extension, Griffin, Georgia 30224. I'm getting, um, this job with no agency number. I do have... Okay. I do have West College Extension, but I have a different, um, house number. 1149? No, I have, um, a different one. Can you confirm your full- They probably got 11- They probably got my old address, 1100 West College. Oh, okay, there you go. Yeah, because I had updated it. Yep, I'll go ahead and update it in our system. Just make sure you have it updated with your staffing agency. Is there an apartment number to that, um, residence? Uh-huh. H, apartment H3. Okay. And I have your phone number as 470-765-9309? Yes, ma'am. Could you hold for one second, please? Sorry? Hold for one sec- She has already disconnected. No further response.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: I just walked the club, yeah.

Speaker speaker\_2: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who the hell was I just speaking with?

Speaker speaker\_1: Aye, it's Rashard Carson.

Speaker speaker\_2: And how can I assist you?

Speaker speaker\_1: Hey, I have coverage on me and my kids. Well, I obviously want my daughter on here, but I need to add my seven-year-old to the, um, to my insurance as well. He has to go to the doctor, and they're not showing his name.

Speaker speaker\_2: Okay. What's the name of the staffing agency you work for?

Speaker speaker\_1: Um, Focus People.

Speaker speaker\_2: That's the name of the agency where you applied?

Speaker speaker\_1: Uh-huh. Oh, you want... You, you want the name of the... What you need my... Hold on real quick. Hold on. Hold on. Hold on. Um, Plan PAI.

Speaker speaker\_2: That's where you applied?

Speaker speaker\_1: Uh, yes, I'm guessing. I'm, I'm working through Focus People

Speaker speaker\_3: But the name of the insurance, um, I have is PAI. I have the group number and the ID number.

Speaker speaker\_2: Um, okay. So we don't have an insurance carrier named PAI or a staffing agency named Focus People.

Speaker speaker\_3: I might have the wrong... Um, well, this is the number that's on the form that I filled out. You are not... For faster result, call... Yeah, this is the number. You want to try to pull... Oh, you know what? This the wrong job. ATC, I'm calling about my defect job. This is ATC, I'm sorry.

Speaker speaker\_2: Oh, it's okay.

Speaker speaker\_3: I was getting one more. Oh, it's ATC.

Speaker speaker\_2: No worries here. Okay, what are the last four digits of your social?

Speaker speaker\_1: It's 3364... I'm calling about defect. This... I got insurance through ATC. Not-

Speaker speaker\_2: Okay, did you get confirmed your address and date of birth?

Speaker speaker\_1: Uh-huh. 12-31-1993, 1149 West College Extension, Griffin, Georgia 30224. I'm getting, um, this job with no agency number.

Speaker speaker\_2: I do have...

Speaker speaker\_1: Okay.

Speaker speaker\_2: I do have West College Extension, but I have a different, um, house number.

Speaker speaker\_1: 1149?

Speaker speaker\_2: No, I have, um, a different one. Can you confirm your full-

Speaker speaker\_1: They probably got 11- They probably got my old address, 1100 West College.

Speaker speaker\_2: Oh, okay, there you go.

Speaker speaker\_1: Yeah, because I had updated it.

Speaker speaker\_2: Yep, I'll go ahead and update it in our system. Just make sure you have it updated with your staffing agency. Is there an apartment number to that, um, residence?

Speaker speaker\_1: Uh-huh. H, apartment H3.

Speaker speaker\_2: Okay. And I have your phone number as 470-765-9309?

Speaker speaker\_1: Yes, ma'am. Could you hold for one second, please?

Speaker speaker\_2: Sorry?

Speaker speaker\_1: Hold for one sec-

Speaker speaker\_2: She has already disconnected. No further response.