

## Transcript: Priscilla

**Torrales-6300982465445888-6271043959701504**

### Full Transcript

Good afternoon. This is the Social Benefits Department. My name is Priscilla. Who do I have the pleasure of speaking to? This is Billy Dickens. Okay. What is the staffing agency you work for? Uh, Workforce Net. Bear with me one second. You said Workforce Net? Yeah, Workforce Net. Workforce, okay. W-O-R-K-F-O-R-C-E N-E-T. What is your last four digits of your Social Security number? 6230. Can you say your last name was? It's Billy Dickens. Okay. You're not popping up on my system. You said the last four of your Social is 6230? That's correct. How long you been working for your company? Uh, just a few weeks. Mm-hmm. Yeah, I'm a new employee. Because I got sent a, a link through a text to log in and I called Mary who was the person I got hired with here in Springdale, Arkansas. And she sent me your number to call you guys to see if I- Yes. I did not see you on our file. Um, usually when it's a new hires, um, we just wait for your staffing agency to send your information so we can have on file. But apparently you are not popping up quite yet. Um, we could do a file for you if you wanted to enroll in benefits, or you could wait until your staffing agency sends us that file with your information and we can proceed from there. Yeah, I'd like to start the file now if possible. I already did with them and apparently they dropped the ball. Okay. So let's go ahead and proceed with that. I'm going to go ahead and take all your information. Okay. So it says Workforce. Okay. What is your full Social Security number? It is 549-61-6230. Okay. And you said first name is Billy? Billy Leonard Dickens. Okay. And what is your full address? It is 1001 Highland, H-I-G-H-L-A-N-D Avenue in Springdale, Arkansas. You say Highland? Yeah, Highland Avenue. Is that spelled H-I-G-H? No. H-I-D-H- Uh-huh. ... L-A-N-D- Okay. ... Avenue. Avenue. Okay. Any apartment number or anything? It's a residence. Okay. Uh, city and state with zip code. It's Springdale. Springdale. Okay. Arkansas. Zip code 72764. 72764? Yeah. When is your date of birth? 6/12/66. And then a primary phone number we could put on file. It is 479- Uh-huh. ... 312-7535. Okay. Let's go ahead and save that here. Do you have a email that we can put on your file as well? Yeah, re11roughneck. So it's R-E-1-1-R-O-U-G-H-N-E-C-K@yahoo.com. Okay. R-E-1-1... I'll repeat that again. R-E-1-1- Yes. R-O-U-G-H. R-O-U-G-H- N-E-C-K- Okay. @yahoo- @yahoo.com. All right. I used to work in oil fields, but now I'm a retired roughneck. That's where that comes from. Okay. I was curious for a minute. Yeah. Okay. All right, Mr. Billy. Um, I think we are set with the information here. I'm just gonna go over the information you gave me so we can make sure that we are on the right page, okay? So we got- Okay. ... Billy Dickens. Address is 1001 Highland Avenue, Springdale, Arkansas 72764. Date of birth is 06/12/66. Phone number 479-312-7535. Email is re11roughneck@yahoo.com. That's all correct. All righty. Let me go ahead and save that information. And go ahead and... There we go. We got you here. All right. Did you, uh, have anybody that has, uh, shown you a, um, benefits guide or has spoken to you about the coverages and plans? No, I... You know, I just clicked on some stuff when I

enrolled and everything a few weeks ago, and I don't remember what all I did- Okay. ... so... All right. Would you like for me to send you a benefits guide so you can look over as well? Yeah. If you could, that... Yeah, that would be great if you could, because I... Perfect. Okay. Um, bear with me. I'm gonna put you on a brief hold so I can go ahead- Okay. ... and send that benefits guide for you, and we can look over it together, unless you want to look over it yourself at your own time being and then you can give us a call back, um, however you do. Yeah. Let, let's do that because I'm at work right now and I'm probably gonna have to move here in a little bit and I'm gonna have to cut you off. So if we... As long- Okay. ... as I'm in the system and you can send me the benefit guide, I can look at it this weekend and then call back. Yep. Sure. And she doesn't miss anything. I'm going to put you on a quick brief... Okay. Sounds great, Mr. Dickens. I'm gonna put you on a brief hold. I'm gonna go ahead and send that off for you and then we'll- Okay. ... just confirm if you have received that in your email, okay? Okay. Thank you. All right. Hi. Mr. Pickens, are you still there? Yeah. Go ahead. I'm sorry. I'm muted. Okay. You're fine. Um, I just wanted to just... While I'm here, I just wanted to confirm that you received that email from us with that benefit guide. I did send that off for you. Just wanted to confirm if you received it. Okay. Just a second. Uh-huh. Yeah. Info benefits guide? Yes. That's it. Okay. Cool. All right. Mr. Pickens, anything else I can help you with? No. That's it. Thank you. All right. Thank you for calling Benefits for McCarter. Have a wonderful afternoon. Mm. Bye-bye now. Okay.

## Conversation Format

Speaker speaker\_0: Good afternoon. This is the Social Benefits Department. My name is Priscilla. Who do I have the pleasure of speaking to?

Speaker speaker\_1: This is Billy Dickens.

Speaker speaker\_0: Okay. What is the staffing agency you work for?

Speaker speaker\_1: Uh, Workforce Net.

Speaker speaker\_0: Bear with me one second. You said Workforce Net?

Speaker speaker\_1: Yeah, Workforce Net.

Speaker speaker\_0: Workforce, okay.

Speaker speaker\_1: W-O-R-K-F-O-R-C-E N-E-T.

Speaker speaker\_0: What is your last four digits of your Social Security number?

Speaker speaker\_1: 6230.

Speaker speaker\_0: Can you say your last name was?

Speaker speaker\_1: It's Billy Dickens.

Speaker speaker\_0: Okay. You're not popping up on my system. You said the last four of your Social is 6230?

Speaker speaker\_1: That's correct.

Speaker speaker\_0: How long you been working for your company?

Speaker speaker\_1: Uh, just a few weeks.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Yeah, I'm a new employee. Because I got sent a, a link through a text to log in and I called Mary who was the person I got hired with here in Springdale, Arkansas. And she sent me your number to call you guys to see if I-

Speaker speaker\_0: Yes. I did not see you on our file. Um, usually when it's a new hires, um, we just wait for your staffing agency to send your information so we can have on file. But apparently you are not popping up quite yet. Um, we could do a file for you if you wanted to enroll in benefits, or you could wait until your staffing agency sends us that file with your information and we can proceed from there.

Speaker speaker\_1: Yeah, I'd like to start the file now if possible. I already did with them and apparently they dropped the ball.

Speaker speaker\_0: Okay. So let's go ahead and proceed with that. I'm going to go ahead and take all your information.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So it says Workforce. Okay. What is your full Social Security number?

Speaker speaker\_1: It is 549-61-6230.

Speaker speaker\_0: Okay. And you said first name is Billy?

Speaker speaker\_1: Billy Leonard Dickens.

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

Speaker speaker\_1: It is 1001 Highland, H-I-G-H-L-A-N-D Avenue in Springdale, Arkansas.

Speaker speaker\_0: You say Highland?

Speaker speaker\_1: Yeah, Highland Avenue.

Speaker speaker\_0: Is that spelled H-I-G-H?

Speaker speaker\_1: No. H-I-D-H-

Speaker speaker\_0: Uh-huh.

Speaker speaker\_1: ... L-A-N-D-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... Avenue.

Speaker speaker\_0: Avenue. Okay. Any apartment number or anything?

Speaker speaker\_1: It's a residence.

Speaker speaker\_0: Okay. Uh, city and state with zip code.

Speaker speaker\_1: It's Springdale.

Speaker speaker\_0: Springdale. Okay.

Speaker speaker\_1: Arkansas. Zip code 72764.

Speaker speaker\_0: 72764?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: When is your date of birth?

Speaker speaker\_1: 6/12/66.

Speaker speaker\_0: And then a primary phone number we could put on file.

Speaker speaker\_1: It is 479- Uh-huh. ... 312-7535.

Speaker speaker\_0: Okay. Let's go ahead and save that here. Do you have a email that we can put on your file as well?

Speaker speaker\_1: Yeah, re11roughneck. So it's R-E-1-1-R-O-U-G-H-N-E-C-K@yahoo.com.

Speaker speaker\_0: Okay. R-E-1-1... I'll repeat that again. R-E-1-1-

Speaker speaker\_1: Yes. R-O-U-G-H.

Speaker speaker\_0: R-O-U-G-H-

Speaker speaker\_1: N-E-C-K-

Speaker speaker\_0: Okay. @yahoo-

Speaker speaker\_1: @yahoo.com.

Speaker speaker\_0: All right.

Speaker speaker\_1: I used to work in oil fields, but now I'm a retired roughneck. That's where that comes from.

Speaker speaker\_0: Okay. I was curious for a minute.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. All right, Mr. Billy. Um, I think we are set with the information here. I'm just gonna go over the information you gave me so we can make sure that we are on the right page, okay? So we got-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... Billy Dickens. Address is 1001 Highland Avenue, Springdale, Arkansas 72764. Date of birth is 06/12/66. Phone number 479-312-7535. Email is

re11roughneck@yahoo.com.

Speaker speaker\_1: That's all correct.

Speaker speaker\_0: All righty. Let me go ahead and save that information. And go ahead and...There we go. We got you here. All right. Did you, uh, have anybody that has, uh, shown you a, um, benefits guide or has spoken to you about the coverages and plans?

Speaker speaker\_2: No, I... You know, I just clicked on some stuff when I enrolled and everything a few weeks ago, and I don't remember what all I did-

Speaker speaker\_0: Okay.

Speaker speaker\_2: ... so...

Speaker speaker\_0: All right. Would you like for me to send you a benefits guide so you can look over as well?

Speaker speaker\_2: Yeah. If you could, that... Yeah, that would be great if you could, because I...

Speaker speaker\_0: Perfect. Okay. Um, bear with me. I'm gonna put you on a brief hold so I can go ahead-

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... and send that benefits guide for you, and we can look over it together, unless you want to look over it yourself at your own time being and then you can give us a call back, um, however you do.

Speaker speaker\_2: Yeah. Let, let's do that because I'm at work right now and I'm probably gonna have to move here in a little bit and I'm gonna have to cut you off. So if we... As long-

Speaker speaker\_0: Okay.

Speaker speaker\_2: ... as I'm in the system and you can send me the benefit guide, I can look at it this weekend and then call back.

Speaker speaker\_0: Yep. Sure.

Speaker speaker\_2: And she doesn't miss anything.

Speaker speaker\_0: I'm going to put you on a quick brief... Okay. Sounds great, Mr. Dickens. I'm gonna put you on a brief hold. I'm gonna go ahead and send that off for you and then we'll-

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... just confirm if you have received that in your email, okay?

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_0: All right. Hi. Mr. Pickens, are you still there?

Speaker speaker\_2: Yeah. Go ahead. I'm sorry. I'm muted.

Speaker speaker\_0: Okay. You're fine. Um, I just wanted to just... While I'm here, I just wanted to confirm that you received that email from us with that benefit guide. I did send that off for you. Just wanted to confirm if you received it.

Speaker speaker\_2: Okay. Just a second.

Speaker speaker\_0: Uh-huh.

Speaker speaker\_2: Yeah. Info benefits guide?

Speaker speaker\_0: Yes. That's it.

Speaker speaker\_2: Okay. Cool.

Speaker speaker\_0: All right. Mr. Pickens, anything else I can help you with?

Speaker speaker\_2: No. That's it. Thank you.

Speaker speaker\_0: All right. Thank you for calling Benefits for McCarter. Have a wonderful afternoon.

Speaker speaker\_2: Mm. Bye-bye now.

Speaker speaker\_0: Okay.