

## **Transcript: Priscilla**

**Torrales-6382745184288768-5457002229055488**

### **Full Transcript**

Thank you for calling Benefits in a Car. My name is Priscilla. How can I assist you today? Um, yes, I needed to add my spouse to my insurance, but I just need to add her Social Security. Okay. If you don't mind giving me the, uh, agent, uh, staffing agency you work under and the last four digits of your Social Security number. Yeah. 100 Personnel. Okay. And your last four? 1820. Okay. What's your first name? Carlos Sanchez. Okay. Bear with me one second. All right, ... there you go. All right. If you, um, for security purposes, can you share, um, that I'm on correct file? Can you please verify your full address and date of birth? Uh, yes. It's, uh, 20810, uh, 10, Vintage 3, Apartment 4, Chatsworth, California 91311. And date of birth is January 24th, 1989. Okay. I have a number on file, 909-436-7682? Yes. And a email at csanchezZ31910@gmail? Yes. Okay. So I see you want to just add her Social Security on your insurance plan? Okay. I'm ready for that Social Security number for you. Okay. It's 603- Okay. ... 69- Mm-hmm. ... 2536. Okay. All right. So 603-692-536? 603, yes. Mm-hmm. 69325. Okay. I have that. Is there anything I can help you with? Um, am, am I gonna receive in the mail, like, a booklet of all the, um, doctors of in-network and out-of-network, like a list of all those, um, places I could go to? Yes. You're going to receive it, but where? Where are you gonna receive all the information for all the benefit providers, you will receive those. Um, I could as well, um, send you a benefit guide if you'd like to see that as well. Just let me know. Um. Mm-hmm. Yes, please. Okay. All right, just bear with me one minute. I'm gonna put you on hold so I can send that information for you. Okay. Mm-hmm. Thank you. All right. Mr. Sanchez, is that...? Yes, hello? Uh, yes. I sent out your email, the benefits guide for you, um- Yes, I saw that. Thank you. Um, I've supplied for you, um, to show you your providers there that you can see. It's like a guide tour that it'll show you exactly, like, what is, could be provided for you there, once you get your ID cards. Those will get there two to three weeks, um, from the first, uh, deduction. Once you see that first deduction- Mm-hmm. ... um, off your account, you can give us a call in regards to receiving, um, your hard copy- Okay. ... of your insurance cards. All right. Okay. D- do you know, like, approximately how long do they take to take out the first deduction from the check? It de- What was that again? Sorry, I couldn't hear you. Uh, do you know approximately, like, how long does it take for them to take the first deduction? It depends on the CRP. Mm-hmm. Oh, okay. We don't have access to that. All right. Mm-hmm. Okay. That, that'll be all. Thank you. Okay. Thank you for calling Benefits in a Car, and have a wonderful day. Thank you. You too. Take care. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Car. My name is Priscilla. How can I assist you today?

Speaker speaker\_1: Um, yes, I needed to add my spouse to my insurance, but I just need to add her Social Security.

Speaker speaker\_0: Okay. If you don't mind giving me the, uh, agent, uh, staffing agency you work under and the last four digits of your Social Security number.

Speaker speaker\_1: Yeah. 100 Personnel.

Speaker speaker\_0: Okay. And your last four?

Speaker speaker\_1: 1820.

Speaker speaker\_0: Okay. What's your first name?

Speaker speaker\_1: Carlos Sanchez.

Speaker speaker\_0: Okay. Bear with me one second. All right,

Speaker speaker\_2: ... there you go.

Speaker speaker\_0: All right. If you, um, for security purposes, can you share, um, that I'm on correct file? Can you please verify your full address and date of birth?

Speaker speaker\_1: Uh, yes. It's, uh, 20810, uh, 10, Vintage 3, Apartment 4, Chatsworth, California 91311. And date of birth is January 24th, 1989.

Speaker speaker\_0: Okay. I have a number on file, 909-436-7682?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And a email at csanchezZ31910@gmail?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So I see you want to just add her Social Security on your insurance plan? Okay. I'm ready for that Social Security number for you.

Speaker speaker\_1: Okay. It's 603-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... 69-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... 2536.

Speaker speaker\_0: Okay. All right. So 603-692-536?

Speaker speaker\_1: 603, yes.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: 69325.

Speaker speaker\_0: Okay. I have that. Is there anything I can help you with?

Speaker speaker\_1: Um, am, am I gonna receive in the mail, like, a booklet of all the, um, doctors of in-network and out-of-network, like a list of all those, um, places I could go to?

Speaker speaker\_0: Yes. You're going to receive it, but where? Where are you gonna receive all the information for all the benefit providers, you will receive those. Um, I could as well, um, send you a benefit guide if you'd like to see that as well. Just let me know.

Speaker speaker\_1: Um.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Yes, please.

Speaker speaker\_0: Okay. All right, just bear with me one minute. I'm gonna put you on hold so I can send that information for you.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: All right. Mr. Sanchez, is that...?

Speaker speaker\_1: Yes, hello?

Speaker speaker\_0: Uh, yes. I sent out your email, the benefits guide for you, um-

Speaker speaker\_1: Yes, I saw that. Thank you.

Speaker speaker\_0: Um, I've supplied for you, um, to show you your providers there that you can see. It's like a guide tour that it'll show you exactly, like, what is, could be provided for you there, once you get your ID cards. Those will get there two to three weeks, um, from the first, uh, deduction. Once you see that first deduction-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... um, off your account, you can give us a call in regards to receiving, um, your hard copy-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... of your insurance cards.

Speaker speaker\_1: All right.

Speaker speaker\_0: Okay.

Speaker speaker\_1: D- do you know, like, approximately how long do they take to take out the first deduction from the check?

Speaker speaker\_0: It de- What was that again? Sorry, I couldn't hear you.

Speaker speaker\_1: Uh, do you know approximately, like, how long does it take for them to take the first deduction?

Speaker speaker\_0: It depends on the CRP. Mm-hmm.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: We don't have access to that.

Speaker speaker\_1: All right.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Okay. That, that'll be all. Thank you.

Speaker speaker\_0: Okay. Thank you for calling Benefits in a Car, and have a wonderful day.

Speaker speaker\_1: Thank you. You too.

Speaker speaker\_0: Take care. Bye-bye.