

Transcript: Sara

Marulanda-4531832155717632-5611906103689216

Full Transcript

Thank you for calling Benefit Center Card. My name is Sarah. May I have your name, please? Jerry Calvert. C-A-L-V-E-R-T. So Mr. Calvert, how may I help you? Uh, yeah, so I was, uh, supposedly be able to enroll today. I was told to call and enroll. Okay, sure. May I have the name of the agency that you are working with and the last four of your Social? Uh, Third Staffing. Okay. And 2557. Jerry Calvert. Thank you. And, uh, just for security purposes, sir, can you please verify your address and date of birth? It's 204 Cone Street, Valley, Alabama 36854 and May 21st, 1978. Email calvertjoy36854@gmail.com? Yes, ma'am. Phone number is 334-333-9114? Yes, ma'am. Okay, thank you very much. Okay, I do have, uh, like five different, one, two, three, four different hire dates. So I'm gonna need a, like an eligibility review for you, um. In this case, I'm going to have to, um, send the eligibility review and then give you a call back once I get that information back. It will be today. Okay, that's what I'm supposed to be returning the call for. They said I was eligible for it. They really did say Friday. Oh, okay. Thursday or Friday. Oh, okay, okay. I'm, I'm sorry. I don't have that here on the system. Okay. So the system is not gonna allow me to do anything until they update the information on the system. Okay. So once I get that, that, that's probably is gonna be today. So once I get that- Okay. ... I'm going to be giving you a call and, um, contacting you for us to go ahead with the enrollment process, okay? Okay. Not a problem. Okay, sir. Other than that, is there anything else that I can help you, Mr. Calvert? No, ma'am, that'll be it. Okay, sir. So thank you for calling Benefit Center Card, and please wait for our call. All right, thank you. Have a great day, sir. You're welcome. Bye-bye. Bye-bye.

Conversation Format

Speaker None: Thank you for calling Benefit Center Card. My name is Sarah. May I have your name, please? Jerry Calvert. C-A-L-V-E-R-T. So Mr. Calvert, how may I help you? Uh, yeah, so I was, uh, supposedly be able to enroll today. I was told to call and enroll. Okay, sure. May I have the name of the agency that you are working with and the last four of your Social? Uh, Third Staffing. Okay. And 2557. Jerry Calvert. Thank you. And, uh, just for security purposes, sir, can you please verify your address and date of birth? It's 204 Cone Street, Valley, Alabama 36854 and May 21st, 1978. Email calvertjoy36854@gmail.com? Yes, ma'am. Phone number is 334-333-9114? Yes, ma'am. Okay, thank you very much. Okay, I do have, uh, like five different, one, two, three, four different hire dates. So I'm gonna need a, like an eligibility review for you, um. In this case, I'm going to have to, um, send the eligibility review and then give you a call back once I get that information back. It will be today. Okay, that's what I'm supposed to be returning the call for. They said I was eligible for it. They really did say Friday.

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