

Transcript: Sara

Marulanda-6195131750760448-6313059372449792

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Card. My name is Sarah. May I have your message, please? You got that text yet? Oh, yes. Yes, ma'am. Uh, I was just calling about the benefits, uh, that I signed up for. Okay. Um, what, what agency are you working with? Uh, WorkSource. Okay. May I have the last four of your Social, please? Yeah, 7643. Okay. Thank you very much. And, uh, just for security purposes, can you please verify your address and date of birth? Yeah. My date of birth is 3/21/91. My address is 125 Swan Place, Lowell, Arkansas 72745, Unit B. Okay. We have 125 Swan Place. Unit B. Okay. You need... B as in bravo, right? Yes, ma'am. Okay. And that is Lowell? Yes, ma'am. Okay. Let me fix that here, because it was wrongly written. 125 Swan Place, Unit B. Oh. Yes, ma'am. Yes, ma'am. Okay. Thank you very much for that clarification. And, uh, your date of birth, I'm sorry? 3/21/91. Email taken, z136@gmail.com? Yes, ma'am. Phone number is 870-370-5972? Yes, ma'am. Thank you, sir. Whew. Lord, have mercy. Okay. Oh, okay. Um, um, what is your question? I was just calling about the benefits. Uh, have they started? Okay. Let me check. Uh, yes, uh, they became active on the 11th. Have you received any ID card? No, ma'am. Okay. Let me check that for you. Just a minute, please. Okay. That was a week ago. Okay. Um, uh, Mr. Wilson, may I put you on hold for a minute while I download the information? Yes, ma'am. Do you think you still only see the- I'll be right back with you, sir. I'm on the phone with the people right now. He said, w- she, uh, said, like, "You should've been relieved." 'Cause she's telling me that I'm, you know, I ain't been... I've been here a month now, but, uh, she told me my stuff became active on last week on the 11th. So... That's why I'm mad. So, that's why... They got this number to text and so I called 911. See, right there? Is that the one? Uh, what I'm talking about though? Yeah, put a time. 800 number? Yes. Oh, okay. Yeah, yeah. Hello? Hello? Hello? This is Sarah speaking. Um- This is Sarah speaking. I've, I've, I've been waiting all week. I'm trying to, I'm trying to, I'm trying to get my benefits, but I'm like, "Hold on, y'all. Let me, let me go in there real quick and check." But I might, you know, maybe, 'cause I gotta, um, that's another thing I got to get. I got a car I need to, um, I need credit for. Yeah. Car, home, anything. I only got one request. Sweet man, you know. You think you can help me out with that? No, I can't do nothing to help you. Oh, yeah, baby. To help you. Yeah, I chose... I could tell, like, myself grinding. I was like, yeah, before I go home again, I definitely... So, even if it ain't big or whatever it's down to, I want to be... I'm gonna have to suck it up, 'cause. Hello, Mr. Lawson? Hello? Oh, yes, ma'am, I'm here. Uh, thank you for waiting, sir. Can you check your email whilst we are on the phone? Yeah, ho- yeah, I can. Okay. Hold on. You're looking for an email from me for Benefits NetCard? Okay, hold on one sec. Sure. Hey, hey. Yeah, I like watching sports now. Okay. Yeah, she's perfect next to us..... She looks good. She looks... Yeah, I got something, uh, from Sarah. Okay. Yes, that's my personal email. Okay, that's okay. Okay.

Um, you're gonna see there are three PDF files. One is your dental, one your vision, and one your medical. Mm-hmm. Um, they are exact- exact, uh, copies of the original. The dental and vision must be on their way. The medical, they never send that, uh, automatically to your, um, mailing address, but I already sent a request for it to be sent to your mailing address. So, that one will take probably two to three weeks. But in the meantime, you're more than welcome to use the ones I just sent you because they're- they're the exact copy. I'm okay with doing so. Okay. All right. Okay, I got it. Thank you. Okay. Uh, Mr. Lawson, anything else that I can help you with? No, ma'am, that's all. I appreciate it. You're more than welcome, sir. Thank you for calling Benefits NetCard. Have a wonderful. Mm-hmm. Okay, bye-bye. Right, so they, uh, said...

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Card. My name is Sarah. May I have your message, please? You got that text yet? Oh, yes. Yes, ma'am. Uh, I was just calling about the benefits, uh, that I signed up for. Okay. Um, what, what agency are you working with? Uh, WorkSource. Okay. May I have the last four of your Social, please? Yeah, 7643. Okay. Thank you very much. And, uh, just for security purposes, can you please verify your address and date of birth? Yeah. My date of birth is 3/21/91. My address is 125 Swan Place, Lowell, Arkansas 72745, Unit B. Okay. We have 125 Swan Place. Unit B. Okay. You need... B as in bravo, right? Yes, ma'am. Okay. And that is Lowell? Yes, ma'am. Okay. Let me fix that here, because it was wrongly written. 125 Swan Place, Unit B. Oh. Yes, ma'am. Yes, ma'am. Okay. Thank you very much for that clarification. And, uh, your date of birth, I'm sorry? 3/21/91. Email taken, z136@gmail.com? Yes, ma'am. Phone number is 870-370-5972? Yes, ma'am. Thank you, sir. Whew. Lord, have mercy. Okay. Oh, okay. Um, um, what is your question? I was just calling about the benefits. Uh, have they started? Okay. Let me check. Uh, yes, uh, they became active on the 11th. Have you received any ID card? No, ma'am. Okay. Let me check that for you. Just a minute, please. Okay. That was a week ago. Okay. Um, uh, Mr. Wilson, may I put you on hold for a minute while I download the information? Yes, ma'am. Do you think you still only see the- I'll be right back with you, sir. I'm on the phone with the people right now. He said, w- she, uh, said, like, "You should've been relieved." 'Cause she's telling me that I'm, you know, I ain't been... I've been here a month now, but, uh, she told me my stuff became active on last week on the 11th. So... That's why I'm mad. So, that's why... They got this number to text and so I called 911. See, right there? Is that the one? Uh, what I'm talking about though? Yeah, put a time. 800 number? Yes. Oh, okay. Yeah, yeah. Hello? Hello? Hello? This is Sarah speaking. Um- This is Sarah speaking. I've, I've, I've been waiting all week. I'm trying to, I'm trying to, I'm trying to get my benefits, but I'm like, "Hold on, y'all. Let me, let me go in there real quick and check." But I might, you know, maybe, 'cause I gotta, um, that's another thing I got to get. I got a car I need to, um, I need credit for. Yeah. Car, home, anything. I only got one request. Sweet man, you know. You think you can help me out with that? No, I can't do nothing to help you. Oh, yeah, baby. To help you. Yeah, I chose... I could tell, like, myself grinding. I was like, yeah, before I go home again, I definitely... So, even if it ain't big or whatever it's down to, I want to be... I'm gonna have to suck it up, 'cause. Hello,

Mr. Lawson? Hello? Oh, yes, ma'am, I'm here. Uh, thank you for waiting, sir. Can you check your email whilst we are on the phone? Yeah, ho- yeah, I can. Okay. Hold on. You're looking for an email from me for Benefits NetCard? Okay, hold on one sec. Sure. Hey, hey. Yeah, I like watching sports now. Okay. Yeah, she's perfect next to us..... She looks good. She looks... Yeah, I got something, uh, from Sarah. Okay. Yes, that's my personal email. Okay, that's okay. Okay. Um, you're gonna see there are three PDF files. One is your dental, one your vision, and one your medical. Mm-hmm. Um, they are exact- exact, uh, copies of the original. The dental and vision must be on their way. The medical, they never send that, uh, automatically to your, um, mailing address, but I already sent a request for it to be sent to your mailing address. So, that one will take probably two to three weeks. But in the meantime, you're more than welcome to use the ones I just sent you because they're- they're the exact copy. I'm okay with doing so. Okay. All right. Okay, I got it. Thank you. Okay. Uh, Mr. Lawson, anything else that I can help you with? No, ma'am, that's all. I appreciate it. You're more than welcome, sir. Thank you for calling Benefits NetCard. Have a wonderful. Mm-hmm. Okay, bye-bye. Right, so they, uh, said...