

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Uh, yes, hi. My name is, uh, Naron Blockton. How can I help you? Uh, yes, I was just making sure, uh, is there a way that I can get, like, cheaper benefits, or the ones I installed in are, um, is the ones I have to have? I just wanted to lower them because I've seen, like, the way my check is, and it's like it's taking way too much out. Um, so I have to get in your file to let you know. What staffing agency are you working with? Uh, BG Multi-Staffing. Okay, thank you. And then what are the last four of your Social? 8170- Okay, thank you. And then, um, for security purposes, can you verify your address and date of birth? 10/31... Oh, my, um... Hold on, the address is 12836 Highcrest Street, St. Louis, Missouri, 63033. Okay. And what else is needed? And then what's your date of birth? Uh, 10/31/1977. 314-688-0966 be your phone number? Yes. Thank you. All right. And then I have your first name, last name at gmail.com for us. Mm-hmm. For your email. Yeah. Okay. So since it's a court order, you wouldn't be able to change these plans. Okay. I was just... So everything's there correctly then? I've added my son on there and everything, so- Yes, sir. ... just to make sure. Okay. All right. And you actually have... And you actually have, um, the cheapest plans. I was gonna let you know also that when it comes to the medical. Okay. So you just... You have the standard and then you have the TeleRS. And then the other ones are a little bit more. Okay, that's fine then. I was just making sure. I was looking like it... It seemed like it was a lot, but I guess it's okay as long as it's court-ordered rules, right? Okay. Yes, sir. Did you have any other questions? No, ma'am. You've been very helpful. Thank you so much. You're welcome. Have a great day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Uh, yes, hi. My name is, uh, Naron Blockton.

Speaker speaker_0: How can I help you?

Speaker speaker_1: Uh, yes, I was just making sure, uh, is there a way that I can get, like, cheaper benefits, or the ones I installed in are, um, is the ones I have to have? I just wanted to lower them because I've seen, like, the way my check is, and it's like it's taking way too much out.

Speaker speaker_0: Um, so I have to get in your file to let you know. What staffing agency are you working with?

Speaker speaker_1: Uh, BG Multi-Staffing.

Speaker speaker_0: Okay, thank you. And then what are the last four of your Social?

Speaker speaker_1: 8170-

Speaker speaker_0: Okay, thank you. And then, um, for security purposes, can you verify your address and date of birth?

Speaker speaker_1: 10/31... Oh, my, um... Hold on, the address is 12836 Highcrest Street, St. Louis, Missouri, 63033.

Speaker speaker_0: Okay.

Speaker speaker_1: And what else is needed?

Speaker speaker_0: And then what's your date of birth?

Speaker speaker_1: Uh, 10/31/1977.

Speaker speaker_0: 314-688-0966 be your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you. All right. And then I have your first name, last name at gmail.com for us.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: For your email.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So since it's a court order, you wouldn't be able to change these plans.

Speaker speaker_1: Okay. I was just... So everything's there correctly then? I've added my son on there and everything, so-

Speaker speaker_0: Yes, sir.

Speaker speaker_1: ... just to make sure. Okay. All right.

Speaker speaker_0: And you actually have... And you actually have, um, the cheapest plans. I was gonna let you know also that when it comes to the medical.

Speaker speaker_1: Okay.

Speaker speaker_0: So you just... You have the standard and then you have the TeleRS. And then the other ones are a little bit more.

Speaker speaker_1: Okay, that's fine then. I was just making sure. I was looking like it... It seemed like it was a lot, but I guess it's okay as long as it's court-ordered rules, right?

Speaker speaker_0: Okay. Yes, sir. Did you have any other questions?

Speaker speaker_1: No, ma'am. You've been very helpful. Thank you so much.

Speaker speaker_0: You're welcome. Have a great day.

Speaker speaker_1: You too.