

## Transcript: Pearl

**Rojas-469222925651968-5790208841793536**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl ... and I'm the pleasure speaking with. Yes, Miss Pearl, this is Latoya Thomas. Um, I was calling because, um, I still got the reform on the online. I think it was Thursday or Friday, one of those days, I'm, I'm not sure. But, um, I was trying to make sure, did I, had we checked the box for regular insurance? I know I did dental and life insurance. Oh, basically we just want to check what kind of coverage you have. Yes, ma'am. Okay. What's the name of the staff agency you work for? Wagner. And the last four digits of your social? 9402. Repeat your name for me. Latoya Thomas Brown. Did you just start with Wagner, um, Friday? Yes, ma'am. Or that's when you called? Okay. Sorry, - So they haven't sent us some of your information yet. I'm sorry, go ahead. No, no worries. Um, so they haven't sent us some of your information yet, so I wouldn't be able to confirm what you're enrolled in. Um, you can try giving them a call and see if they have a copy of your paperwork to see. Um, but as far as seeing what you already chose, I, I don't have that information yet. Okay. All right, thank you. No problem. Thank you so much for calling. You have a great day. You too.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl ... and I'm the pleasure speaking with.

Speaker speaker\_2: Yes, Miss Pearl, this is Latoya Thomas. Um, I was calling because, um, I still got the reform on the online. I think it was Thursday or Friday, one of those days, I'm, I'm not sure. But, um, I was trying to make sure, did I, had we checked the box for regular insurance? I know I did dental and life insurance.

Speaker speaker\_1: Oh, basically we just want to check what kind of coverage you have.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. What's the name of the staff agency you work for?

Speaker speaker\_2: Wagner.

Speaker speaker\_1: And the last four digits of your social?

Speaker speaker\_2: 9402.

Speaker speaker\_1: Repeat your name for me.

Speaker speaker\_2: Latoya Thomas Brown.

Speaker speaker\_1: Did you just start with Wagner, um, Friday?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Or that's when you called? Okay.

Speaker speaker\_2: Sorry, -

Speaker speaker\_1: So they haven't sent us some of your information yet.

Speaker speaker\_2: I'm sorry, go ahead.

Speaker speaker\_1: No, no worries. Um, so they haven't sent us some of your information yet, so I wouldn't be able to confirm what you're enrolled in. Um, you can try giving them a call and see if they have a copy of your paperwork to see. Um, but as far as seeing what you already chose, I, I don't have that information yet.

Speaker speaker\_2: Okay. All right, thank you.

Speaker speaker\_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker\_2: You too.