

Transcript: Pearl

Rojas-4856275813449728-5834478103216128

Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, and I look forward to speaking with- Oh yeah, my name is Shakira Ferguson. Yeah, how can I assist you? I was calling because when I had filled out my information and stuff, um, for a job, it let me put all my dependents on there but one. I have four. It only let me put three, and I was trying to add my other dependents. Okay. Are you putting your dependents down for like your W-2s or do you mean your, your, for your healthcare? Healthcare. For your healthcare, okay. And what's the name of the staffing agency? MAU. And the last four digits of your social? 3431. Woman: Ah, bat. Very good. Pull him out, bat it. Very good. Pull him out, bat it. Okay. Can you repeat your name for me? Shakira Ferguson or they might have it as Shakira Campbell. I don't know if they changed it yet. No they have Ferguson. Um, what is your actual social number? Okay. Address is 125 Bray, B-R-A-Y Street. My birthday... Oh, 125 Bray Street, Woodbury, Georgia, 30293. My birthday is March 25th, 1990. Okay. And I have your phone number as 706-741-2050? I need to change that. And what's your phone number? 762-832-1287. And I have your email address as rshakira@yahoo.com? Yes, ma'am. Okay, so it should be four children and yourself? Yes, ma'am. Okay, what's that child's name? Kelsey, K-E-L-C-E-Y. Hi. Robert, R-O-B-E-R-T-S. Mm-hmm. Okay, full social? His social, give me a second. I have to go to the call and get that. Because they're doing all the chores, like cleaning the house and cooking the dinner. Now bring the pizza boy. Why don't you clean up after you play with the pizza boy? Great, now you're never at home. Ah! Ah! That's what you get for playing with the pizza boy. Hey, uh, is all that crazy stuff still happening? Oh! Uh, yeah. He does, he does. Yeah, he does. You're a silly boy, don't you think? Let's clean up now. Helping mom and being awesome at being a big boy. Thanks, kids. Bye now. See you later. Goodbye. Here comes the pizza boy. That's him. Why do I have to- I don't know. Sometimes he helps me and sometimes he helps me. The pizza boy is here. Yeah, yeah. Oh my god. I am coming to get you. I'm going to- I have the coffee out there. Um, have a great day. Bye bye. Thanks kids. Now don't get any pizza boys. Hey! Come on, it's just pizza. Line up. People are staring. It's not good. Yeah. And we're still going. Is my house there? Oh man, where's your house? Uh-huh. Yes. Oh yeah, come on. Wait. Why do you keep running away from me? Because you're a grown woman. Well, I'm the one who stays inside. This is not a game. Uh, the kitchen's right there. Oh, I can't wait no more. I can't take this. Or if you can't find it, I can put all zeroes for now- ... and then you can give us a call back when you have it. Oh, I have it. It's right here. Okay, it's 797-06-7088. All righty, and the date of birth? 11/30/2023. Okay, do you have anybody else's social? Looks like we have all zeroes for everybody else as well. Okay, I have everybody but my husband, so I had to call that one back. Uh, okay. Byron's social is 668-48-4661. Okay. Okay, uh, Brianna's is 206-08-9872. And Shabria is- Hold on one second. Now? No, I was just checking the writing. Okay. Shabria is 752-53-1589. All

rightly, got all the information in. Is there anything else I can assist you with today? No, ma'am. That was it. Oh, I had a question. Um, how long does it take for the benefits to, like, start? Um, it takes one to two weeks from the date of processing. Looks like your, your information was processed on the 8th. Um, so it's possible that the ded- the deductions start this week and your coverage become active next week, but because we're not part of that staffing agency, I wouldn't be able to tell for sure. You would just have to wait until that deduction comes out. Okay, so when the deductions start coming out, that's when it starts? The next money you become active. Okay. All right. Thank you so much for calling. Have a great day. You too.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, and I look forward to speaking with-

Speaker speaker_1: Oh yeah, my name is Shakira Ferguson.

Speaker speaker_0: Yeah, how can I assist you?

Speaker speaker_1: I was calling because when I had filled out my information and stuff, um, for a job, it let me put all my dependents on there but one. I have four. It only let me put three, and I was trying to add my other dependents.

Speaker speaker_0: Okay. Are you putting your dependents down for like your W-2s or do you mean your, your, for your healthcare?

Speaker speaker_1: Healthcare.

Speaker speaker_0: For your healthcare, okay. And what's the name of the staffing agency?

Speaker speaker_1: MAU.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: 3431.

Speaker speaker_2: Woman: Ah, bat. Very good. Pull him out, bat it. Very good. Pull him out, bat it. Okay.

Speaker speaker_0: Can you repeat your name for me?

Speaker speaker_1: Shakira Ferguson or they might have it as Shakira Campbell. I don't know if they changed it yet.

Speaker speaker_0: No they have Ferguson. Um, what is your actual social number?

Speaker speaker_1: Okay. Address is 125 Bray, B-R-A-Y Street. My birthday... Oh, 125 Bray Street, Woodbury, Georgia, 30293. My birthday is March 25th, 1990.

Speaker speaker_0: Okay. And I have your phone number as 706-741-2050?

Speaker speaker_1: I need to change that.

Speaker speaker_0: And what's your phone number?

Speaker speaker_1: 762-832-1287.

Speaker speaker_0: And I have your email address as rshakira@yahoo.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay, so it should be four children and yourself?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay, what's that child's name?

Speaker speaker_1: Kelsey, K-E-L-C-E-Y.

Speaker speaker_2: Hi.

Speaker speaker_1: Robert, R-O-B-E-R-T-S. Mm-hmm.

Speaker speaker_0: Okay, full social?

Speaker speaker_1: His social, give me a second. I have to go to the call and get that.

Speaker speaker_3: Because they're doing all the chores, like cleaning the house and cooking the dinner. Now bring the pizza boy. Why don't you clean up after you play with the pizza boy? Great, now you're never at home. Ah! Ah! That's what you get for playing with the pizza boy. Hey, uh, is all that crazy stuff still happening? Oh! Uh, yeah. He does, he does. Yeah, he does. You're a silly boy, don't you think? Let's clean up now. Helping mom and being awesome at being a big boy. Thanks, kids. Bye now. See you later. Goodbye. Here comes the pizza boy. That's him. Why do I have to- I don't know. Sometimes he helps me and sometimes he helps me. The pizza boy is here. Yeah, yeah. Oh my god. I am coming to get you. I'm going to- I have the coffee out there. Um, have a great day. Bye bye. Thanks kids. Now don't get any pizza boys. Hey! Come on, it's just pizza. Line up. People are staring. It's not good. Yeah. And we're still going. Is my house there? Oh man, where's your house? Uh-huh. Yes. Oh yeah, come on. Wait. Why do you keep running away from me? Because you're a grown woman. Well, I'm the one who stays inside. This is not a game. Uh, the kitchen's right there. Oh, I can't wait no more. I can't take this.

Speaker speaker_0: Or if you can't find it, I can put all zeroes for now- ... and then you can give us a call back when you have it.

Speaker speaker_1: Oh, I have it. It's right here. Okay, it's 797-06-7088.

Speaker speaker_0: All righty, and the date of birth?

Speaker speaker_1: 11/30/2023.

Speaker speaker_0: Okay, do you have anybody else's social? Looks like we have all zeroes for everybody else as well.

Speaker speaker_1: Okay, I have everybody but my husband, so I had to call that one back. Uh, okay. Byron's social is 668-48-4661.

Speaker speaker_0: Okay.

Speaker speaker_1: Okay, uh, Brianna's is 206-08-9872. And Shabria is-

Speaker speaker_0: Hold on one second.

Speaker speaker_1: Now?

Speaker speaker_0: No, I was just checking the writing.

Speaker speaker_1: Okay. Shabria is 752-53-1589.

Speaker speaker_0: All righty, got all the information in. Is there anything else I can assist you with today?

Speaker speaker_1: No, ma'am. That was it. Oh, I had a question. Um, how long does it take for the benefits to, like, start?

Speaker speaker_0: Um, it takes one to two weeks from the date of processing. Looks like your, your information was processed on the 8th. Um, so it's possible that the ded- the deductions start this week and your coverage become active next week, but because we're not part of that staffing agency, I wouldn't be able to tell for sure. You would just have to wait until that deduction comes out.

Speaker speaker_1: Okay, so when the deductions start coming out, that's when it starts?

Speaker speaker_0: The next money you become active.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Thank you so much for calling. Have a great day.

Speaker speaker_1: You too.