

## Transcript: Pearl

**Rojas-5109429668986880-6354630580420608**

### Full Transcript

Hi. Good afternoon. Thank you for calling- Sorry. Benefits in a Card. My name is Pearl. Who does pleasure speaking with? I'm sorry. It cut out. Um, what w- what was it that you were saying? Sorry. I said thank you for calling Benefits in a Card. My name is Pearl. Who ever pleasure speaking with? Uh, Hunter. How can I assist you, Mr. Hunter? Uh, yes, ma'am. So I had recently got a job and I had gotten the Benefits in a Card, uh, packet. And they had told me to call the number and, uh, set up my benefits. That is all they told me. So I don't know exactly what to do. So... Okay. So did you fill out an enrollment form when you were doing your onboarding? I have not. I think it might be in this packet, though. Okay. What's the name of the company you say you work for? Kingsport Parks and Recreation. That's where you applied? Yes, ma'am. Could you repeat that again for me? Well, I applied through Accuforce actually, is where I applied there. Okay. And what are the last four digits of your social? Sorry? The last four digits of your social. 4860. All right. And how long ago did you start working for Accuforce? Um, well, I had, I had applied, uh, through Accuforce to work for Kingsport Parks and Recreation. And, um, whenever they were, uh, getting all of my information, they had given me a packet and told me to, uh, call the number to set it up, uh, and stuff like that, so... Okay. And, and was that recently? Did you just start with them? Uh, well, it was probably two weeks ago maybe. Okay. 'Cause they haven't sent us over your information yet. You said the last four of your social are 4860? Yes, ma'am. They haven't sent us over your information yet, so we can do one of two things. I can create your account today and get you enrolled, um, but I will need your full social name, address, date of birth, phone number, email, and we can get you enrolled today. Or we can wait until they send us over your information. You do have 30 days from the date of your first paycheck to enroll. It's just however you prefer. Okay. I'll just, I'll just wait until, uh, the 30 days, uh, after my first paycheck, uh, just so they can, like, just so they can send the information over. Yep. Well, you have to do it before the 30 days. So if w- as soon as you receive your first paycheck or, um, a couple days after that first paycheck, make sure to give us a call so we can check on that information. Okay? Okay. Thank you so much. No problem. Thank you for calling. You have a great day. You too.

### Conversation Format

Speaker speaker\_0: Hi. Good afternoon. Thank you for calling-

Speaker speaker\_1: Sorry.

Speaker speaker\_0: Benefits in a Card. My name is Pearl. Who does pleasure speaking with?

Speaker speaker\_1: I'm sorry. It cut out. Um, what w- what was it that you were saying? Sorry.

Speaker speaker\_0: I said thank you for calling Benefits in a Card. My name is Pearl. Who ever pleasure speaking with?

Speaker speaker\_1: Uh, Hunter.

Speaker speaker\_0: How can I assist you, Mr. Hunter?

Speaker speaker\_1: Uh, yes, ma'am. So I had recently got a job and I had gotten the Benefits in a Card, uh, packet. And they had told me to call the number and, uh, set up my benefits. That is all they told me. So I don't know exactly what to do. So...

Speaker speaker\_0: Okay. So did you fill out an enrollment form when you were doing your onboarding?

Speaker speaker\_1: I have not. I think it might be in this packet, though.

Speaker speaker\_0: Okay. What's the name of the company you say you work for?

Speaker speaker\_1: Kingsport Parks and Recreation.

Speaker speaker\_0: That's where you applied?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Could you repeat that again for me?

Speaker speaker\_1: Well, I applied through Ac- Accuforce actually, is where I applied there.

Speaker speaker\_0: Okay. And what are the last four digits of your social?

Speaker speaker\_1: Sorry?

Speaker speaker\_0: The last four digits of your social.

Speaker speaker\_1: 4860.

Speaker speaker\_0: All right. And how long ago did you start working for Accuforce?

Speaker speaker\_1: Um, well, I had, I had applied, uh, through Accuforce to work for Kingsport Parks and Recreation. And, um, whenever they were, uh, getting all of my information, they had given me a packet and told me to, uh, call the number to set it up, uh, and stuff like that, so...

Speaker speaker\_0: Okay. And, and was that recently? Did you just start with them?

Speaker speaker\_1: Uh, well, it was probably two weeks ago maybe.

Speaker speaker\_0: Okay. 'Cause they haven't sent us over your information yet. You said the last four of your social are 4860?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: They haven't sent us over your information yet, so we can do one of two things. I can create your account today and get you enrolled, um, but I will need your full social name, address, date of birth, phone number, email, and we can get you enrolled today. Or we can wait until they send us over your information. You do have 30 days from the date of your first paycheck to enroll. It's just however you prefer.

Speaker speaker\_1: Okay. I'll just, I'll just wait until, uh, the 30 days, uh, after my first paycheck, uh, just so they can, like, just so they can send the information over.

Speaker speaker\_0: Yep. Well, you have to do it before the 30 days. So if w- as soon as you receive your first paycheck or, um, a couple days after that first paycheck, make sure to give us a call so we can check on that information. Okay?

Speaker speaker\_1: Okay. Thank you so much.

Speaker speaker\_0: No problem. Thank you for calling. You have a great day.

Speaker speaker\_1: You too.