

## **Transcript: Pearl**

**Rojas-5112249965527040-5640371827818496**

### **Full Transcript**

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who can I help or who am I speaking with? Yes, ma'am. My name is Sheffer Gavin. S-H-E-F-F-E-R. My last name Gavin. And how can I assist you? Yes, ma'am. I was seeing if I was enrolled in the benefits program for my vision and dental insurance for me and my son. Okay. And what's the name of the staffing agency you work for? WorkSource. And the last four digits of your social? 5913. And if you can provide your address and date of birth. 07/15/1999. Okay. Your address? Uh, 405 Rock Jail Road, Apartment 85, Panama, Oklahoma. And can you provide a sample address? Oh, uh, P.O. Box 1172, Panama, Oklahoma 74951. All righty. And I have your phone number at 601-804-9776? Yes, that's correct. Yeah. And I have your email address at djshiffman@yahoo.com? Yes, ma'am. All righty. And at the moment... I do have a pending enrollment for you for employee plus child, for dental, vision, critical illness, group accident, and preventative health. Yep. All righty. Um, that is pending still. Looks like your enrollment was processed today. So it does take one to two weeks for the staffing agency to start making new deductions. Once they do, the following Monday you become active, and then later that week you'll receive your dental and vision card in the mail and your preventative health card through your email. I'm sorry, your residence as well. All right. Thank you. No problem. And anything else I can assist you with? No, ma'am. That's all. I appreciate it. All right. Thank you so much for calling. You have a great day. You too.

### **Conversation Format**

Speaker speaker\_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who can I help or who am I speaking with?

Speaker speaker\_1: Yes, ma'am. My name is Sheffer Gavin. S-H-E-F-F-E-R. My last name Gavin.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: Yes, ma'am. I was seeing if I was enrolled in the benefits program for my vision and dental insurance for me and my son.

Speaker speaker\_0: Okay. And what's the name of the staffing agency you work for?

Speaker speaker\_1: WorkSource.

Speaker speaker\_0: And the last four digits of your social?

Speaker speaker\_1: 5913.

Speaker speaker\_0: And if you can provide your address and date of birth.

Speaker speaker\_1: 07/15/1999.

Speaker speaker\_0: Okay. Your address?

Speaker speaker\_1: Uh, 405 Rock Jail Road, Apartment 85, Panama, Oklahoma.

Speaker speaker\_0: And can you provide a sample address?

Speaker speaker\_1: Oh, uh, P.O. Box 1172, Panama, Oklahoma 74951.

Speaker speaker\_0: All righty. And I have your phone number at 601-804-9776?

Speaker speaker\_1: Yes, that's correct. Yeah.

Speaker speaker\_0: And I have your email address at djshiffman@yahoo.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All righty. And at the moment... I do have a pending enrollment for you for employee plus child, for dental, vision, critical illness, group accident, and preventative health.

Speaker speaker\_1: Yep.

Speaker speaker\_0: All righty. Um, that is pending still. Looks like your enrollment was processed today. So it does take one to two weeks for the staffing agency to start making new deductions. Once they do, the following Monday you become active, and then later that week you'll receive your dental and vision card in the mail and your preventative health card through your email. I'm sorry, your residence as well.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: No problem. And anything else I can assist you with?

Speaker speaker\_1: No, ma'am. That's all. I appreciate it.

Speaker speaker\_0: All right. Thank you so much for calling. You have a great day.

Speaker speaker\_1: You too.