

Transcript: Pearl

Rojas-5243252943011840-5420854261497856

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Luna. Who do I have the pleasure of speaking with? Oh, hello. Good afternoon. Um, this is Joan Kubrak. I would like to apply for the benefits that the ... is offering. Okay. And what is the last four digits of your social? Oh, yes, yes, absolutely. Uh, six, eight, uh... Six, eight, eight, three. Give me a sec. Let me just pull it out. Just a moment. Mm-hmm. Uh, all right. Yep. Let me... Give me a second social. Hmm. Excuse me just one moment. Okay. Hello? Yes. Um, it would be 6883. All righty. If you can verify your address and date of birth. Yes. Um, my address is 16238 North Avenida Del Oro. And my date of birth is 06-17-1988. Okay. And what's the city and state? Uh, Arizona, ... Okay. And I have your phone number as 520-271-1597? That's correct. I have your email address as frenchfries- MangilaCentral. There we go @gmail.com? Uh-huh. Say it again? FrenchfriesMangila - Oh, yeah. ... MangilaCentral. You know what? Uh, ma-... Yes, yeah, Mangila. Oh. @gmail.com, okay. And do you know what you're wanting to enroll in today? Uh, yes. I would like to enroll myself and my husband. Okay. In what plan? Uh, the, the, the middle one, the, the bundle. Give me a sec. I'm in the other room. All right. Uh, I have the paperwork ready. Uh, that would be the, uh, VIP Standard Bundle. Please. For you and your spouse you said? My husband and I. Anything else? Uh, no. Uh, I would say, yep, uh, that would... Comes with dental, vision, um, and, uh, term life, if possible. It's not that much anyway. And AD&D; for the weekly deduction. Okay. Give me one second. Let me confirm what the- Yep. ... medical plan to come with this. Sure, sure. Yes, please. Okay. So you wanna choose the standard bundle, dental, vision, and then you said- Mm-hmm. ... term life? Yes, please. Okay. So with those four plans, your weekly deductions for you and your spouse would be \$53.72. Mm-hmm. Sounds great. \$52.72. All right. 52... \$53.72. Oh. Oh. 53.70, all righty. Okay. What is your spouse's name? Uh, my spouse name is Anthony. It's spelled A-N-T-H-O-N-Y. Kubrak, K-U-B-R-A-K Junior. And his full social? Uh, his full so-... Uh, the full or just the four digits? The full social. The full social. Uh, I don't ha-... I haven't memorized it. Um- All right. No worries. I can put all zeroes for now and then when you do have it, uh, give us a call back and provide that for us. What's his date of birth? Sounds great. Uh, his date of birth is 08/06/1972. Okay. It will take one to three weeks for the staffing agency to start making deductions. Once they do, the following Monday you guys become active. And then later that week you'll receive your dental and vision card in the mail and you'll receive your medical card to your email. Sounds great. You have any questions? No, ma'am. Thank you so much for calling. You have a great day. Yeah, you too. Thank you very much. Have a good one. Yeah. Bye-bye.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Luna. Who do I have the pleasure of speaking with?

Speaker speaker_1: Oh, hello. Good afternoon. Um, this is Joan Kubrak. I would like to apply for the benefits that the ... is offering.

Speaker speaker_0: Okay. And what is the last four digits of your social?

Speaker speaker_1: Oh, yes, yes, absolutely. Uh, six, eight, uh... Six, eight, eight, three. Give me a sec. Let me just pull it out. Just a moment.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Uh, all right. Yep. Let me... Give me a second social. Hmm. Excuse me just one moment.

Speaker speaker_0: Okay.

Speaker speaker_1: Hello?

Speaker speaker_0: Yes.

Speaker speaker_1: Um, it would be 6883.

Speaker speaker_0: All righty. If you can verify your address and date of birth.

Speaker speaker_1: Yes. Um, my address is 16238 North Avenida Del Oro. And my date of birth is 06-17-1988.

Speaker speaker_0: Okay. And what's the city and state?

Speaker speaker_1: Uh, Arizona, ...

Speaker speaker_0: Okay. And I have your phone number as 520-271-1597?

Speaker speaker_1: That's correct.

Speaker speaker_0: I have your email address as frenchfries-

Speaker speaker_1: MangilaCentral.

Speaker speaker_0: There we go @gmail.com?

Speaker speaker_1: Uh-huh. Say it again?

Speaker speaker_0: FrenchfriesMangila -

Speaker speaker_1: Oh, yeah.

Speaker speaker_0: ... MangilaCentral.

Speaker speaker_1: You know what? Uh, ma-... Yes, yeah, Mangila.

Speaker speaker_0: Oh. @gmail.com, okay. And do you know what you're wanting to enroll in today?

Speaker speaker_1: Uh, yes. I would like to enroll myself and my husband.

Speaker speaker_0: Okay. In what plan?

Speaker speaker_1: Uh, the, the, the middle one, the, the bundle. Give me a sec. I'm in the other room.

Speaker speaker_0: All right.

Speaker speaker_1: Uh, I have the paperwork ready. Uh, that would be the, uh, VIP Standard Bundle. Please.

Speaker speaker_0: For you and your spouse you said?

Speaker speaker_1: My husband and I.

Speaker speaker_0: Anything else?

Speaker speaker_1: Uh, no. Uh, I would say, yep, uh, that would... Comes with dental, vision, um, and, uh, term life, if possible. It's not that much anyway. And AD&D; for the weekly deduction.

Speaker speaker_0: Okay. Give me one second. Let me confirm what the-

Speaker speaker_1: Yep.

Speaker speaker_0: ... medical plan to come with this.

Speaker speaker_1: Sure, sure. Yes, please.

Speaker speaker_0: Okay. So you wanna choose the standard bundle, dental, vision, and then you said-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... term life?

Speaker speaker_1: Yes, please.

Speaker speaker_0: Okay. So with those four plans, your weekly deductions for you and your spouse would be \$53.72.

Speaker speaker_1: Mm-hmm. Sounds great. \$52.72. All right.

Speaker speaker_0: 52... \$53.72.

Speaker speaker_1: Oh. Oh. 53.70, all righty. Okay.

Speaker speaker_0: What is your spouse's name?

Speaker speaker_1: Uh, my spouse name is Anthony. It's spelled A-N-T-H-O-N-Y. Kubrak, K-U-B-R-A-K Junior.

Speaker speaker_0: And his full social?

Speaker speaker_1: Uh, his full so-... Uh, the full or just the four digits?

Speaker speaker_0: The full social.

Speaker speaker_1: The full social. Uh, I don't ha-... I haven't memorized it. Um-

Speaker speaker_0: All right. No worries. I can put all zeroes for now and then when you do have it, uh, give us a call back and provide that for us. What's his date of birth?

Speaker speaker_1: Sounds great. Uh, his date of birth is 08/06/1972.

Speaker speaker_0: Okay. It will take one to three weeks for the staffing agency to start making deductions. Once they do, the following Monday you guys become active. And then later that week you'll receive your dental and vision card in the mail and you'll receive your medical card to your email.

Speaker speaker_1: Sounds great.

Speaker speaker_0: You have any questions?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: Thank you so much for calling. You have a great day.

Speaker speaker_1: Yeah, you too. Thank you very much. Have a good one.

Speaker speaker_0: Yeah.

Speaker speaker_1: Bye-bye.