

## Transcript: Pearl

**Rojas-5265215010684928-5347343006220288**

### 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. Who do I have the pleasure of speaking with? Uh, Pearl, this is Chea Tuchain. And how can I assist you? I'm calling for, uh, about open enrollment. Okay. What's the name of the staffing agency you work for? What's that? The name of the staffing agency you work for? What do you mean? I, I, can... I don't understand. What is it? The name of the temporary agency where you applied for your job. Oh, oh, okay, okay. Andowati Staffing? And the last four digits of your Social? 5301. All righty. And if you can confirm your address and date of birth. Um, June 15th, 1980. And the address, 8450 176, um, Len- nowes, Renzi, Minnesota, 55830. All righty. And I have your phone number as 763-318-0990? Correct. And I have your email address as chea123123@icloud.com? Uh, no, it's chea12345@gmail.com. Okay, @gmail.com? Yeah. That's the old one, but I don't remember the password. Okay, no worries. I went ahead and updated that information for you. So, I do have a pending enrollment for you for dental short-term disability, critical illness, and VIP standard, which is medical for employee only. Did you want to make any changes? Uh, this, uh, employee only? For me only? Yep. Yep. I do have for employee only. Did you want to make any changes or add anything? No, no change. All righty. Thank you so much for calling. You have a great day. You too. Bye-bye.

### 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. Who do I have the pleasure of speaking with?

Speaker speaker\_2: Uh, Pearl, this is Chea Tuchain.

Speaker speaker\_1: And how can I assist you?

Speaker speaker\_2: I'm calling for, uh, about open enrollment.

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

Speaker speaker\_2: What's that?

Speaker speaker\_1: The name of the staffing agency you work for?

Speaker speaker\_2: What do you mean? I, I, can... I don't understand. What is it?

Speaker speaker\_1: The name of the temporary agency where you applied for your job.

Speaker speaker\_2: Oh, oh, okay, okay. Andowati Staffing?

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

Speaker speaker\_2: 5301.

Speaker speaker\_1: All righty. And if you can confirm your address and date of birth.

Speaker speaker\_2: Um, June 15th, 1980. And the address, 8450 176, um, Len- nowes, Renzi, Minnesota, 55830.

Speaker speaker\_1: All righty. And I have your phone number as 763-318-0990?

Speaker speaker\_2: Correct.

Speaker speaker\_1: And I have your email address as chea123123@icloud.com?

Speaker speaker\_2: Uh, no, it's chea12345@gmail.com.

Speaker speaker\_1: Okay, @gmail.com?

Speaker speaker\_2: Yeah. That's the old one, but I don't remember the password.

Speaker speaker\_1: Okay, no worries. I went ahead and updated that information for you. So, I do have a pending enrollment for you for dental short-term disability, critical illness, and VIP standard, which is medical for employee only. Did you want to make any changes?

Speaker speaker\_2: Uh, this, uh, employee only? For me only?

Speaker speaker\_1: Yep. Yep. I do have for employee only. Did you want to make any changes or add anything?

Speaker speaker\_2: No, no change.

Speaker speaker\_1: All righty. Thank you so much for calling. You have a great day.

Speaker speaker\_2: You too. Bye-bye.