

Transcript: Pearl

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Full Transcript

Good morning. Thank you for calling Benefits in a Card. My name is . Who may I be speaking with? Yeah, my name, my, yes, my name is Harold Blair. How can I assist you? Yes, I was doing my enrol- Search, uh, Staffing, uh, application, and it said something about Benefits in a Card, need to call to do the link. So that's what I'm, um, I'm in that process right now, so I was giving you a call about that. Okay. Did you want to enroll or decline today? Well, what is it, what is this about? Like, what is Benefits in a Card? Is this insurance? Healthcare benefits. Benefits. What type of benefits? Healthcare. Oh. And they charge for that? Yes, sir. It's taken from your check every week. And how much is it? It depends on how many plans you choose, 'cause everything is separate, medical, dental, vision, children's, it's all separate plans. So it depends how many plans you choose and who you choose to cover. Oh, okay. Oh, no, I'll decline. Okay. What are the last four digits of your Social? 3200. And repeat your name for me. Harold Blair. Harold? Yes, ma'am. H-A-R-O-L-D. Okay. So because you're just in that, in the application process, they haven't sent us your information yet. So we can do one of two things. I can create your account right now, but I will need your full Social, name, address, date of birth, phone number, and decline it today, or we can wait until Search sends over your information. They do give you 30 days after your first paycheck to decline. It's just however you prefer. Uh, e- either or, it doesn't matter. You can just check my information out. Okay. And what is your full Social? 466532200. And your last name's Blair B-L-A-I-R? Yes, ma'am. And your address? 1615 John West, Dallas, Texas 75228. And your date of birth? 6/2/1979. Your phone number? 214-989-5127. All righty. And you're declining benefits today, correct? Yes, ma'am. All righty then. Got you opted out. Is there anything I can assist you with? Uh, no, ma'am. Thank you so much for calling. You have a great day. You too. Thank you.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling Benefits in a Card. My name is . Who may I be speaking with?

Speaker speaker_1: Yeah, my name, my, yes, my name is Harold Blair.

Speaker speaker_0: How can I assist you?

Speaker speaker_1: Yes, I was doing my enrol- Search, uh, Staffing, uh, application, and it said something about Benefits in a Card, need to call to do the link. So that's what I'm, um, I'm in that process right now, so I was giving you a call about that.

Speaker speaker_0: Okay. Did you want to enroll or decline today?

Speaker speaker_1: Well, what is it, what is this about? Like, what is Benefits in a Card? Is this insurance?

Speaker speaker_0: Healthcare benefits.

Speaker speaker_1: Benefits. What type of benefits?

Speaker speaker_0: Healthcare.

Speaker speaker_1: Oh. And they charge for that?

Speaker speaker_0: Yes, sir. It's taken from your check every week.

Speaker speaker_1: And how much is it?

Speaker speaker_0: It depends on how many plans you choose, 'cause everything is separate, medical, dental, vision, children's, it's all separate plans. So it depends how many plans you choose and who you choose to cover.

Speaker speaker_1: Oh, okay. Oh, no, I'll decline.

Speaker speaker_0: Okay. What are the last four digits of your Social?

Speaker speaker_1: 3200.

Speaker speaker_0: And repeat your name for me.

Speaker speaker_1: Harold Blair.

Speaker speaker_0: Harold?

Speaker speaker_1: Yes, ma'am. H-A-R-O-L-D.

Speaker speaker_0: Okay. So because you're just in that, in the application process, they haven't sent us your information yet. So we can do one of two things. I can create your account right now, but I will need your full Social, name, address, date of birth, phone number, and decline it today, or we can wait until Search sends over your information. They do give you 30 days after your first paycheck to decline. It's just however you prefer.

Speaker speaker_1: Uh, e- either or, it doesn't matter. You can just check my information out.

Speaker speaker_0: Okay. And what is your full Social?

Speaker speaker_1: 466532200.

Speaker speaker_0: And your last name's Blair B-L-A-I-R?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And your address?

Speaker speaker_1: 1615 John West, Dallas, Texas 75228.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 6/2/1979.

Speaker speaker_0: Your phone number?

Speaker speaker_1: 214-989-5127.

Speaker speaker_0: All righty. And you're declining benefits today, correct?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All righty then. Got you opted out. Is there anything I can assist you with?

Speaker speaker_1: Uh, no, ma'am.

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

Speaker speaker_1: You too. Thank you.