

Transcript: Pearl

Rojas-5491680338722816-4593467519877120

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who am I pleasure speaking with? Joan Heron. And how can I assist you? Um. There's- Excuse me. I guess I need... I don't know. I... They said to call to sign up, to make sure... I don't know. I'm through Crown Staffing. Okay. Did you want to enroll in benefits today or decline them? Enroll in benefits. Okay. What's the last four digits of your Social? 0875. All right. And your address and date of birth? 116 Shannon Lane, Somerset, Kentucky 42503. My birthdate is 1-27-1961. Okay. And I have your phone number as 404... I'm sorry, 440-787-7194. Correct. And I have your email address as joanheron554@yahoo.com. Correct. And do you know what you wanted to enroll in today? Um, gosh, I can't remember the... I think it's, like, 18... the medical. 1886? Yeah. Right. That's a VID Class. Did you want to do anything else? The, um... Let's see. The vision for just me. Okay. And the medical just me. Okay. And can I do the dental for my husband and I? Of course. Give me one, two... Right. So, the vision for just yourself is \$2.15 a week, and the dental for you and your husband would be \$6.79 a week. Okay. Anything else? I think that's it. All righty. For your dental, medical and vision, your weekly deductions are of \$27.80. That sounds good. And it will take one to two weeks for the staffing agency to start making deductions. Once they do, the following Monday you become active, and later that week you'll receive your dental and vision cards in the mail and your medical will go to your email. Okay. Thank you. Um, no problem. Do you have any ques... Oh, actually, I need to need your spouse's information. What is his name? Woodrow, uh, yeah, Wilson Clark. Woodrow, W-U-D-R-O-W? Yes. Woodrow Clark. And do you have his full Social? Yeah. 232-78-2526. And date of birth. 4-1-'49. All righty. Well, I think I got all the information this time. Do you have any questions? No, thank... No, I don't think so. All righty. Thank you so much for calling. You have a great day. You too. Thank you. All right.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who am I pleasure speaking with?

Speaker speaker_2: Joan Heron.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Um.

Speaker speaker_1: There's-

Speaker speaker_2: Excuse me. I guess I need... I don't know. I... They said to call to sign up, to make sure... I don't know. I'm through Crown Staffing.

Speaker speaker_1: Okay. Did you want to enroll in benefits today or decline them?

Speaker speaker_2: Enroll in benefits.

Speaker speaker_1: Okay. What's the last four digits of your Social?

Speaker speaker_2: 0875.

Speaker speaker_1: All right. And your address and date of birth?

Speaker speaker_2: 116 Shannon Lane, Somerset, Kentucky 42503. My birthdate is 1-27-1961.

Speaker speaker_1: Okay. And I have your phone number as 404... I'm sorry, 440-787-7194.

Speaker speaker_2: Correct.

Speaker speaker_1: And I have your email address as joanheron554@yahoo.com.

Speaker speaker_2: Correct.

Speaker speaker_1: And do you know what you wanted to enroll in today?

Speaker speaker_2: Um, gosh, I can't remember the... I think it's, like, 18... the medical.

Speaker speaker_1: 1886?

Speaker speaker_2: Yeah.

Speaker speaker_1: Right. That's a VID Class. Did you want to do anything else?

Speaker speaker_2: The, um... Let's see. The vision for just me.

Speaker speaker_1: Okay.

Speaker speaker_2: And the medical just me.

Speaker speaker_1: Okay.

Speaker speaker_2: And can I do the dental for my husband and I?

Speaker speaker_1: Of course. Give me one, two... Right. So, the vision for just yourself is \$2.15 a week, and the dental for you and your husband would be \$6.79 a week.

Speaker speaker_2: Okay.

Speaker speaker_1: Anything else?

Speaker speaker_2: I think that's it.

Speaker speaker_1: All righty. For your dental, medical and vision, your weekly deductions are of \$27.80.

Speaker speaker_2: That sounds good.

Speaker speaker_1: And it will take one to two weeks for the staffing agency to start making deductions. Once they do, the following Monday you become active, and later that week you'll receive your dental and vision cards in the mail and your medical will go to your email.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: Um, no problem. Do you have any ques... Oh, actually, I need to need your spouse's information. What is his name?

Speaker speaker_2: Woodrow, uh, yeah, Wilson Clark.

Speaker speaker_1: Woodrow, W-U-D-R-O-W?

Speaker speaker_2: Yes.

Speaker speaker_1: Woodrow Clark. And do you have his full Social?

Speaker speaker_2: Yeah. 232-78-2526.

Speaker speaker_1: And date of birth.

Speaker speaker_2: 4-1-'49.

Speaker speaker_1: All righty. Well, I think I got all the information this time. Do you have any questions?

Speaker speaker_2: No, thank... No, I don't think so.

Speaker speaker_1: All righty. Thank you so much for calling. You have a great day.

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: All right.