

Transcript: Pearl

Rojas-5547078184288256-6421078326329344

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits and a Card. My name is Pearl. Who do I have the pleasure of speaking with? Um, yes, my name is Tamira Andrews. Um, I'm through First Staffing. Um, she gave me y'all's number because I won't be able to go through on the computer to see what I, uh, put myself in as far as, like, the insurance wise and she was saying to call y'all if I wanted to opt out if I did ... if I did that. Okay, so what are the last four digits of your social? 1867. Okay. And if you can verify your address and date of birth for me? 667 County Road 19, Dixon, Alabama 0706 1998. Okay, I have a different address on file. What do you have? Um, I can't tell you what I have on file, but I do have a different one. Um, did you recently move or possibly give a different address to staffing? Um, if anything, it would be Scottsdale, but I changed it when I came in just a couple of days ago. It was supposed to be 687 County Road 19. No, I still... I have a different one. Um, can you try with your full social security number so I can go ahead and change that address and verify the account? 417-491-1867. Okay, and you said that address is 687 County Road 19? Yep. All righty. And what's the city and state for that? Dixon, Alabama. Okay. All right. And I have your phone number as 256-599-0275? No. Did none of my stuff change? Because that's what it's seeming like, what you're saying, the old numbers, and I changed it when I came here this afternoon. It's not there. Like, none of my stuff changed. Okay, so their system is different from ours, so you would either have to call in and change it or submit, um, a form with different addresses. Okay, I'll just go into them because I'm... I, I want to see it myself because this is not making sense. Okay, thank you so much for calling every day. All right, thank you.

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 and a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_2: Um, yes, my name is Tamira Andrews. Um, I'm through First Staffing. Um, she gave me y'all's number because I won't be able to go through on the computer to see what I, uh, put myself in as far as, like, the insurance wise and she was saying to call y'all if I wanted to opt out if I did ... if I did that.

Speaker speaker_1: Okay, so what are the last four digits of your social?

Speaker speaker_2: 1867.

Speaker speaker_1: Okay. And if you can verify your address and date of birth for me?

Speaker speaker_2: 667 County Road 19, Dixon, Alabama 0706 1998.

Speaker speaker_1: Okay, I have a different address on file.

Speaker speaker_2: What do you have?

Speaker speaker_1: Um, I can't tell you what I have on file, but I do have a different one. Um, did you recently move or possibly give a different address to staffing?

Speaker speaker_2: Um, if anything, it would be Scottsdale, but I changed it when I came in just a couple of days ago. It was supposed to be 687 County Road 19.

Speaker speaker_1: No, I still... I have a different one. Um, can you try with your full social security number so I can go ahead and change that address and verify the account?

Speaker speaker_2: 417-491-1867.

Speaker speaker_1: Okay, and you said that address is 687 County Road 19?

Speaker speaker_2: Yep.

Speaker speaker_1: All righty. And what's the city and state for that?

Speaker speaker_2: Dixon, Alabama.

Speaker speaker_1: Okay. All right. And I have your phone number as 256-599-0275?

Speaker speaker_2: No. Did none of my stuff change? Because that's what it's seeming like, what you're saying, the old numbers, and I changed it when I came here this afternoon. It's not there. Like, none of my stuff changed.

Speaker speaker_1: Okay, so their system is different from ours, so you would either have to call in and change it or submit, um, a form with different addresses.

Speaker speaker_2: Okay, I'll just go into them because I'm... I, I want to see it myself because this is not making sense.

Speaker speaker_1: Okay, thank you so much for calling every day.

Speaker speaker_2: All right, thank you.