

## Transcript: Pearl

**Rojas-5600262972817408-5404167315439616**

### Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hoodle. Who do you think you're speaking with? Hi, this is Molly West. And how can I assist you? I am currently, um, employed with a staffing agency, and I was told if I don't need the insurance, to call and let you guys know within 30 days. Okay. What's the name of the staffing agency? Um, great question. It is Clinical Stacking Resources. Okay. And the last four digits of your Social? Also. 3755. All righty. And if you can confirm your address and date of birth? Sure, 8/9/84, and my address is 8508 Tampa Point Boulevard, Tampa, Florida, 33621. Hm. Okay. It looks like we don't have an account for you. What is, um, when did you start working with them? I s- my first day was the 4th of February. Okay. So it looks like they haven't sent- I'm part- Go ahead. Oh, go ahead. I'm part-time, if that matters. Um, so it just looks like they haven't sent over your information yet, so we can do- Okay. ... one of two things. Um, I can create your account and decline you today. I will need your full name, address, so, I'm sorry, your full social name, address, date of birth, phone number, all that information, um, and we can decline you today. Or, we can wait until the staffing agency sends over your information. They do give you 30 days from the date of your first paycheck to decline. It's just however you prefer. Let's just do it now so I don't have to think about it, I think. Okay. Is there a harm in doing it now? Nope. Okay. Yeah, let's just do it. All righty. What is your full social? 226-45-3755. Okay. And repeat your full name for me. Molly Ann, A-N-N-E, West, W-E-S-T. Okay. And can you repeat your address? 8508 Tampa Point Boulevard, Tampa, Florida, 33621. And date of birth? 8/9/84. Okay. Your phone number? 571-471-2874. Okay. And you said we're opting you out of benefits today, correct? Correct. All righty. I went ahead and got you opted out. Is there anything else I can assist you with? Um, when's payday? Is it every week? Every two weeks? Do you know that information? Um, no, we just take care of the healthcare. Oh, okay, perfect. Thank you. No problem. Have a great day. You too.

### Conversation Format

Speaker speaker\_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hoodle. Who do you think you're speaking with?

Speaker speaker\_1: Hi, this is Molly West.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: I am currently, um, employed with a staffing agency, and I was told if I don't need the insurance, to call and let you guys know within 30 days.

Speaker speaker\_0: Okay. What's the name of the staffing agency?

Speaker speaker\_1: Um, great question. It is Clinical Stacking Resources.

Speaker speaker\_0: Okay. And the last four digits of your Social? Also.

Speaker speaker\_1: 3755.

Speaker speaker\_0: All righty. And if you can confirm your address and date of birth?

Speaker speaker\_1: Sure, 8/9/84, and my address is 8508 Tampa Point Boulevard, Tampa, Florida, 33621.

Speaker speaker\_0: Hm. Okay. It looks like we don't have an account for you. What is, um, when did you start working with them?

Speaker speaker\_1: I s- my first day was the 4th of February.

Speaker speaker\_0: Okay. So it looks like they haven't sent-

Speaker speaker\_1: I'm part-

Speaker speaker\_0: Go ahead.

Speaker speaker\_1: Oh, go ahead. I'm part-time, if that matters.

Speaker speaker\_0: Um, so it just looks like they haven't sent over your information yet, so we can do-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... one of two things. Um, I can create your account and decline you today. I will need your full name, address, so, I'm sorry, your full social name, address, date of birth, phone number, all that information, um, and we can decline you today. Or, we can wait until the staffing agency sends over your information. They do give you 30 days from the date of your first paycheck to decline. It's just however you prefer.

Speaker speaker\_1: Let's just do it now so I don't have to think about it, I think.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Is there a harm in doing it now?

Speaker speaker\_0: Nope.

Speaker speaker\_1: Okay. Yeah, let's just do it.

Speaker speaker\_0: All righty. What is your full social?

Speaker speaker\_1: 226-45-3755.

Speaker speaker\_0: Okay. And repeat your full name for me.

Speaker speaker\_1: Molly Ann, A-N-N-E, West, W-E-S-T.

Speaker speaker\_0: Okay. And can you repeat your address?

Speaker speaker\_1: 8508 Tampa Point Boulevard, Tampa, Florida, 33621.

Speaker speaker\_0: And date of birth?

Speaker speaker\_1: 8/9/84.

Speaker speaker\_0: Okay. Your phone number?

Speaker speaker\_1: 571-471-2874.

Speaker speaker\_0: Okay. And you said we're opting you out of benefits today, correct?

Speaker speaker\_1: Correct.

Speaker speaker\_0: All righty. I went ahead and got you opted out. Is there anything else I can assist you with?

Speaker speaker\_1: Um, when's payday? Is it every week? Every two weeks? Do you know that information?

Speaker speaker\_0: Um, no, we just take care of the healthcare.

Speaker speaker\_1: Oh, okay, perfect. Thank you.

Speaker speaker\_0: No problem. Have a great day.

Speaker speaker\_1: You too.