

Transcript: Pearl

Rojas-5657935832891392-5442256659759104

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 Hoodles. Who is this speaking with? Hannah. And how may I assist you? Um, I was just calling to see about, like, benefits that I had when I worked for DTC Workforce. GTP? And I was... Yeah, and I was... He told me to call you guys. Okay. Um, is that where you applied? No, that's where I work. I'm sorry, you applied at what, what agency? DTC Workforce Program. DTC. Yes, sorry. Okay. And what is the last four digits of your Social? 1619. All right, and if you can confirm your address and date of birth for me. 202 Ash Drive, Marshall, Minnesota, 56508 and then 042307. All right, I need to have your phone number 507-481-7576. Can I actually change that number? I got a new number. Of course. What's that number? It is 507-531-2341. All right, do you have an email address of hannahellefson1@icloud.com? Should I change that too? Yes, of course. It is H-H-A-N-N-U-H-M-A-Y-Y23@icloud.com. All right. Then, okay, what kind of questions do you have about your coverage? Um, what coverage do I have? I forgot what I even put down. So you have vision, dental, group accident and term life, which is your life insurance. Okay. And then do I have my daughters on it or is it just for me? It's just for yourself. Okay, sounds good. Um, and then will I be emailed the card? How does that work? You should receive them, um, by this weekend. If you don't see them by this weekend, you can give us a call on, on Monday, um, and we'll be able to send them to you virtually. But you should receive them- Okay, sounds good. ... physical this weekend. Okay, sounds good. Thank you. No problem. Thank you for calling. You have a great day. You as well.

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 Hoodles. Who is this speaking with?

Speaker speaker_2: Hannah.

Speaker speaker_1: And how may I assist you?

Speaker speaker_2: Um, I was just calling to see about, like, benefits that I had when I worked for DTC Workforce.

Speaker speaker_1: GTP?

Speaker speaker_2: And I was... Yeah, and I was... He told me to call you guys.

Speaker speaker_1: Okay. Um, is that where you applied?

Speaker speaker_2: No, that's where I work.

Speaker speaker_1: I'm sorry, you applied at what, what agency?

Speaker speaker_2: DTC Workforce Program.

Speaker speaker_1: DTC.

Speaker speaker_2: Yes, sorry.

Speaker speaker_1: Okay. And what is the last four digits of your Social?

Speaker speaker_2: 1619.

Speaker speaker_1: All right, and if you can confirm your address and date of birth for me.

Speaker speaker_2: 202 Ash Drive, Marshall, Minnesota, 56508 and then 042307.

Speaker speaker_1: All right, I need to have your phone number 507-481-7576.

Speaker speaker_2: Can I actually change that number? I got a new number.

Speaker speaker_1: Of course. What's that number?

Speaker speaker_2: It is 507-531-2341.

Speaker speaker_1: All right, do you have an email address of hannahellefson1@icloud.com?

Speaker speaker_2: Should I change that too?

Speaker speaker_1: Yes, of course.

Speaker speaker_2: It is H-H-A-N-N-U-H-M-A-Y-Y23@icloud.com.

Speaker speaker_1: All right. Then, okay, what kind of questions do you have about your coverage?

Speaker speaker_2: Um, what coverage do I have? I forgot what I even put down.

Speaker speaker_1: So you have vision, dental, group accident and term life, which is your life insurance.

Speaker speaker_2: Okay. And then do I have my daughters on it or is it just for me?

Speaker speaker_1: It's just for yourself.

Speaker speaker_2: Okay, sounds good. Um, and then will I be emailed the card? How does that work?

Speaker speaker_1: You should receive them, um, by this weekend. If you don't see them by this weekend, you can give us a call on, on Monday, um, and we'll be able to send them to you virtually. But you should receive them-

Speaker speaker_2: Okay, sounds good.

Speaker speaker_1: ... physical this weekend.

Speaker speaker_2: Okay, sounds good. Thank you.

Speaker speaker_1: No problem. Thank you for calling. You have a great day.

Speaker speaker_2: You as well.