

Transcript: Pearl

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Full Transcript

Hi, thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Ronald Waite. And how can I assist you? Uh, yes, I need to add dependents onto my, my card. Okay. What's the... Who does that mean you work for? Uh, WSI. Okay, is that Work, Work Smart or is that Workforce Strategies? Workforce, Workforce Strategies. Workforce Strategies, okay. And the last four digits of your social? Uh, 7832. I need to confirm your address and date of birth. Uh, my address is 27664 Liberty Road, Sturgis, Michigan 49091. Date of birth is 09/18/88. And your phone number is 269-625-3754? Yes, that's correct. Can I have your email address as heo, your last name, @gmail.com? Yes, ma'am. All right. I have you with pending enrollment for... Give me one moment, for dental and elite standard. Do you want to keep those plans, just add on dependents? Yes, yep. All right, great. And is it, um, your spouse, your children or, or the whole family? The whole family. Great. So that brings your, your... For the elite standard, that, th- that goes up from \$27.43 a week to \$73.59. Okay. And then for your dental, it goes up from \$5.40 a week to \$17.82. Okay. Right, so you'll see one or two deductions of 32, thir- \$32.83 for just yourself, and then after that, it's gonna go up to \$91.41. Okay, \$91.41. Okay, that's fine. All righty. All righty, give me one moment. Nikki, stop. All righty, and what is your spouse's name? Uh, Krystal with a K. K-R-Y-S-T-A-L Waite. Okay, full social? 362-96-9337. Okay. Date of birth? Uh, 01/18 of, uh, '85. All righty. And the name of the first child? Catherine Waite. Full social? 862-07-2507. Date of birth? Uh, 12/19/2019. Or, 12/16, my bad. Right? 12/16 or the 19th, her birthday. 15th. 12/16/2019, sorry. No worries. It happens. Uh, any, any more children? Yes, I got one more. Nicole. N-I-C-H- N-I- O-L. All right. Waite as well, correct? Yes. Yep. Full social? 742-28-8673. 11/06. Date of birth? 11/06/2020. All righty. All righty. Well, I got the information down. Yeah. Is there anything I can assist you with today? No, that's it. Thank you. Thank you for calling. Have a great day. You too. Bye.

Conversation Format

Speaker speaker_0: Hi, thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Ronald Waite.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Uh, yes, I need to add dependents onto my, my card.

Speaker speaker_0: Okay. What's the... Who does that mean you work for?

Speaker speaker_1: Uh, WSI.

Speaker speaker_0: Okay, is that Work, Work Smart or is that Workforce Strategies?

Speaker speaker_1: Workforce, Workforce Strategies.

Speaker speaker_0: Workforce Strategies, okay. And the last four digits of your social?

Speaker speaker_1: Uh, 7832.

Speaker speaker_0: I need to confirm your address and date of birth.

Speaker speaker_1: Uh, my address is 27664 Liberty Road, Sturgis, Michigan 49091. Date of birth is 09/18/88.

Speaker speaker_0: And your phone number is 269-625-3754?

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: Can I have your email address as heo, your last name, @gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. I have you with pending enrollment for... Give me one moment, for dental and elite standard. Do you want to keep those plans, just add on dependents?

Speaker speaker_1: Yes, yep.

Speaker speaker_0: All right, great. And is it, um, your spouse, your children or, or the whole family?

Speaker speaker_1: The whole family.

Speaker speaker_0: Great. So that brings your, your... For the elite standard, that, th- that goes up from \$27.43 a week to \$73.59.

Speaker speaker_1: Okay.

Speaker speaker_0: And then for your dental, it goes up from \$5.40 a week to \$17.82.

Speaker speaker_1: Okay.

Speaker speaker_0: Right, so you'll see one or two deductions of 32, thir- \$32.83 for just yourself, and then after that, it's gonna go up to \$91.41.

Speaker speaker_1: Okay, \$91.41. Okay, that's fine.

Speaker speaker_0: All righty. All righty, give me one moment.

Speaker speaker_1: Nikki, stop.

Speaker speaker_0: All righty, and what is your spouse's name?

Speaker speaker_1: Uh, Krystal with a K. K-R-Y-S-T-A-L Waite.

Speaker speaker_0: Okay, full social?

Speaker speaker_1: 362-96-9337.

Speaker speaker_0: Okay. Date of birth?

Speaker speaker_1: Uh, 01/18 of, uh, '85.

Speaker speaker_0: All righty. And the name of the first child?

Speaker speaker_1: Catherine Waite.

Speaker speaker_0: Full social?

Speaker speaker_1: 862-07-2507.

Speaker speaker_0: Date of birth?

Speaker speaker_1: Uh, 12/19/2019. Or, 12/16, my bad. Right? 12/16 or the 19th, her birthday. 15th. 12/16/2019, sorry.

Speaker speaker_0: No worries. It happens. Uh, any, any more children?

Speaker speaker_1: Yes, I got one more. Nicole. N-I-C-H-

Speaker speaker_0: N-I-

Speaker speaker_1: O-L.

Speaker speaker_0: All right. Waite as well, correct?

Speaker speaker_1: Yes. Yep.

Speaker speaker_0: Full social?

Speaker speaker_1: 742-28-8673. 11/06.

Speaker speaker_0: Date of birth?

Speaker speaker_1: 11/06/2020.

Speaker speaker_0: All righty. All righty. Well, I got the information down.

Speaker speaker_1: Yeah.

Speaker speaker_0: Is there anything I can assist you with today?

Speaker speaker_1: No, that's it. Thank you.

Speaker speaker_0: Thank you for calling. Have a great day.

Speaker speaker_1: You too. Bye.