

Transcript: Pearl

Rojas-5813099875581952-5526785712242688

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 does the pleasure of speaking with? Terrence Taylor. And how can I assist you? Yes. I only called to see that you, that, uh, you sent the email confirming my, uh, enrollment number, and I was trying to see that y'all received it. I'm sorry. You received an email stating- No. Saying that I had to, uh, send in a en- enrollment number. Hm. What's the name of the staffing agency you work for? It's Online Tracking. Online. I'm sorry. Online with, um, what's the name of the staffing where you applied? Online Staffing. Okay. I don't have a staff in the agency with that name. Online Tracking. On Track Staffing? Yes. Okay. And what are the last four digits of your Social? I said... I'm sorry. I said On- I'm sorry. Uh, 0880. 0880. All right. Bear with me one moment. Repeat your name for me. Terrence Taylor. Okay. And if you can provide me your address and date of birth. Uh, 3574 Tall Oaks Circle, Number 6, Memphis, Tennessee 38118. Birthday, 11/25/71. Okay. And I have your ph- your phone number as 901-356-7302. Correct. And I have your email address as terrencetaylor1971@gmail.com. Terrence A-O Taylor. Oh. Yes, sir. Mm-hmm. And take a look here. I do have a pending enrollment for you for vision and medical for employee only, um, and it's, it's pending. Let's see when... Looks like we just... Th- this was just processed. Yeah. You just processed i- it today, so it does take one to two weeks to become active. But you're good to go. Everything is ready in the system and we're just, um, they're just getting pro- that processed. Okay? Yes, ma'am. Is there anything else I can assist you with? No, ma'am. That's all I have. Thank you. Thank you so much for calling. You have a great day. You too. Thanks.

Conversation Format

Speaker speaker_0: 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 does the pleasure of speaking with?

Speaker speaker_1: Terrence Taylor.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Yes. I only called to see that you, that, uh, you sent the email confirming my, uh, enrollment number, and I was trying to see that y'all received it.

Speaker speaker_0: I'm sorry. You received an email stating-

Speaker speaker_1: No. Saying that I had to, uh, send in a en- enrollment number.

Speaker speaker_0: Hm. What's the name of the staffing agency you work for?

Speaker speaker_1: It's Online Tracking. Online.

Speaker speaker_0: I'm sorry. Online with, um, what's the name of the staffing where you applied?

Speaker speaker_1: Online Staffing.

Speaker speaker_0: Okay. I don't have a staff in the agency with that name.

Speaker speaker_1: Online Tracking.

Speaker speaker_0: On Track Staffing?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And what are the last four digits of your Social?

Speaker speaker_1: I said... I'm sorry. I said On- I'm sorry. Uh, 0880.

Speaker speaker_0: 0880. All right. Bear with me one moment. Repeat your name for me.

Speaker speaker_1: Terrence Taylor.

Speaker speaker_0: Okay. And if you can provide me your address and date of birth.

Speaker speaker_1: Uh, 3574 Tall Oaks Circle, Number 6, Memphis, Tennessee 38118. Birthday, 11/25/71.

Speaker speaker_0: Okay. And I have your ph- your phone number as 901-356-7302.

Speaker speaker_1: Correct.

Speaker speaker_0: And I have your email address as terrencetaylor1971@gmail.com.

Speaker speaker_1: Terrence A-O Taylor.

Speaker speaker_0: Oh. Yes, sir.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And take a look here. I do have a pending enrollment for you for vision and medical for employee only, um, and it's, it's pending. Let's see when... Looks like we just... Th- this was just processed.

Speaker speaker_1: Yeah.

Speaker speaker_0: You just processed i- it today, so it does take one to two weeks to become active. But you're good to go. Everything is ready in the system and we're just, um, they're just getting pro- that processed. Okay?

Speaker speaker_1: Yes, ma'am.

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

Speaker speaker_1: No, ma'am. That's all I have. Thank you.

Speaker speaker_0: Thank you so much for calling. You have a great day.

Speaker speaker_1: You too. Thanks.