

Transcript: Pearl

Rojas-6069592237981696-5721977986138112

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Lirazote, who's this is speaking with? Terry Taylor. You called and left a message. Yeah, what does the voicemail say? Just tell me to call you back. There's something about benefits, said I didn't want them and then... Go ahead. Mm-hmm. What is the name of the staffing agency you work for? Hamilton Riker. And the last four digits of your social? 7918. Okay. And if you can verify your address and date of birth for me. 1-31-1967 745 Southern Street, Apartment 9, Beaverdale, Kentucky 42329. Bear with me. Um, I'm sorry, repeat your address for me? 745 Southern Street, Apartment 9, Beaverdale, Kentucky 42329. And have you heard of our 270-256-1418? Right. Okay, let's take a look here. Okay. Yes, so it looks like you chose some plans on a healthcare enrollment form but then you also chose "No Coverage," I choose not to participate. So we're just calling to confirm whether you needed coverage or not. I'll just, I'll just take the basic life insurance... Okay. Let me see- For \$1.96. That's all I want. Um, okay, so you wanted to do the term life. How long have you been working with Hamilton Riker? Started today. Started today? Okay, because we have an old hire date on your account so before I can enroll you in coverage, I do need to call... I do need to perform what's called an eligibility review and this is just, um, our co- agency reaching out to your ma- to your staffing agency to confirm that you are eligible to enroll in that plan. Uh- Okay. ... once they let me know that... If they respond to me and say that you are approved, I'll go ahead and enroll you and then call you to just confirm that you were enrolled. If they say you're not eligible to enroll, I'll also give you a call and let you know that you weren't eligible and weren't enrolled, okay? Okay, thank you. Thank you for r- returning my call. You have a great day. You too. Bye.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Lirazote, who's this is speaking with?

Speaker speaker_1: Terry Taylor. You called and left a message.

Speaker speaker_0: Yeah, what does the voicemail say?

Speaker speaker_1: Just tell me to call you back. There's something about benefits, said I didn't want them and then... Go ahead.

Speaker speaker_0: Mm-hmm. What is the name of the staffing agency you work for?

Speaker speaker_1: Hamilton Riker.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: 7918.

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

Speaker speaker_1: 1-31-1967 745 Southern Street, Apartment 9, Beaverdale, Kentucky 42329.

Speaker speaker_0: Bear with me. Um, I'm sorry, repeat your address for me?

Speaker speaker_1: 745 Southern Street, Apartment 9, Beaverdale, Kentucky 42329.

Speaker speaker_0: And have you heard of our 270-256-1418?

Speaker speaker_1: Right.

Speaker speaker_0: Okay, let's take a look here. Okay. Yes, so it looks like you chose some plans on a healthcare enrollment form but then you also chose "No Coverage," I choose not to participate. So we're just calling to confirm whether you needed coverage or not.

Speaker speaker_1: I'll just, I'll just take the basic life insurance...

Speaker speaker_0: Okay. Let me see-

Speaker speaker_1: For \$1.96. That's all I want.

Speaker speaker_0: Um, okay, so you wanted to do the term life. How long have you been working with Hamilton Riker?

Speaker speaker_1: Started today.

Speaker speaker_0: Started today? Okay, because we have an old hire date on your account so before I can enroll you in coverage, I do need to call... I do need to perform what's called an eligibility review and this is just, um, our co- agency reaching out to your ma- to your staffing agency to confirm that you are eligible to enroll in that plan. Uh-

Speaker speaker_1: Okay.

Speaker speaker_0: ... once they let me know that... If they respond to me and say that you are approved, I'll go ahead and enroll you and then call you to just confirm that you were enrolled. If they say you're not eligible to enroll, I'll also give you a call and let you know that you weren't eligible and weren't enrolled, okay?

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Thank you for r- returning my call. You have a great day.

Speaker speaker_1: You too. Bye.