

Transcript: Pearl

Rojas-6137512608186368-5031025148215296

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who am I speaking with? Yes, my name is Patricia Patawa. And how can I assist you? Okay. Um, I'm just calling about, um, my insurance. Um, what, how can I access or where do I find my information? What kind of information? Sorry, what kind of information? Your card information? Uh, have you seen the first deduction on your payroll? No. Not yet. Okay, so let me go ahead and take a look to see if your deductions have started, if your coverage is active. And then we can go from there. Okay. Um, what is the name of the staff agency you work for? Verstela. V-E-R-S-T-E-L-A. All right. And the last four digits of your social? 6265. How long have you been working with Verstela? For four months now, since August, last August. One moment. And I enrolled right when I started. And that was 6265, correct? Yes. Give me one moment, and please stand by for your hold. All right. And can you confirm your address and date of birth? Yes. 8936 Southwest Two 000 Park, Unit C, Portland, Oregon 97219. And my, did you say, um, birth-birthday? Yes. Yes, date of birth. Oh, okay. Um, 10-25-93. Okay. So I have a different date of birth on here for me, for you. Can you provide me with your full social so I can get that fixed? Yes. Can I type it instead? Or... No, you have to say it. Okay. It's because I'm in a public... Um, it's 6245116254. All right. And you said that was 10-25-93, correct? Yes. All right. And I have your phone number as 619-743-9366. Yes. And I have your email address as prpatawa... wha- your, so pr, your last name, @gmail.com. Yes. All right. So you are enrolled in medical and dental and you are active. I can get a copy of both those cards sent to your email if you'd like. If you'd like. Yes, that would be great. Thank you so much. Okay. So this email is going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox... Mm-hmm. ... or junk folder. Okay. Okay, um, okay, do you have any other questions? Let me double check my inbox. I... Oh, yeah, it does say you have one minute to download the card and I get it sent to you. Oh, got it. Okay. Well, yeah. That's all. Thank you. All right. Thank you so much for calling. You have a great day. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who am I speaking with?

Speaker speaker_2: Yes, my name is Patricia Patawa.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Okay. Um, I'm just calling about, um, my insurance. Um, what, how can I access or where do I find my information? What kind of information?

Speaker speaker_1: Sorry, what kind of information? Your card information? Uh, have you seen the first deduction on your payroll?

Speaker speaker_2: No. Not yet.

Speaker speaker_1: Okay, so let me go ahead and take a look to see if your deductions have started, if your coverage i- is active. And then we can go from there.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, what is the name of the staff agency you work for?

Speaker speaker_2: Verstela. V-E-R-S-T-E-L-A.

Speaker speaker_1: All right. And the last four digits of your social?

Speaker speaker_2: 6265.

Speaker speaker_1: How long have you been working with Verstela?

Speaker speaker_2: For four months now, since August, last August.

Speaker speaker_1: One moment.

Speaker speaker_2: And I enrolled right when I started.

Speaker speaker_1: And that was 6265, correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Give me one moment, and please stand by for your hold. All righty. And can you confirm your address and date of birth?

Speaker speaker_2: Yes. 8936 Southwest Two 000 Park, Unit C, Portland, Oregon 97219. And my, did you say, um, birth- birthday?

Speaker speaker_1: Yes. Yes, date of birth.

Speaker speaker_2: Oh, okay. Um, 10-25-93.

Speaker speaker_1: Okay. So I have a different date of birth on here for me, for you. Can you provide me with your full social so I can get that fixed?

Speaker speaker_2: Yes. Can I type it instead? Or...

Speaker speaker_1: No, you have to say it.

Speaker speaker_2: Okay. It's because I'm in a public... Um, it's 6245116254.

Speaker speaker_1: All righty. And you said that was 10-25-93, correct?

Speaker speaker_2: Yes.

Speaker speaker_1: All righty. And I have your phone number as 619-743-9366.

Speaker speaker_2: Yes.

Speaker speaker_1: And I have your email address as prpatawa... wha- your, so pr, your last name, @gmail.com.

Speaker speaker_2: Yes.

Speaker speaker_1: All righty. So you are enrolled in medical and dental and you are active. I can get a copy of both those cards sent to your email if you'd like. If you'd like.

Speaker speaker_2: Yes, that would be great. Thank you so much.

Speaker speaker_1: Okay. So this email is going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox...

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... or junk folder. Okay. Okay, um, okay, do you have any other questions?

Speaker speaker_2: Let me double check my inbox. I...

Speaker speaker_1: Oh, yeah, it does say you have one minute to download the card and I get it sent to you.

Speaker speaker_2: Oh, got it. Okay. Well, yeah. That's all. Thank you.

Speaker speaker_1: All righty. Thank you so much for calling. You have a great day.

Speaker speaker_2: Thank you.

Speaker speaker_1: Bye-bye.