

Transcript: Pearl

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Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Luna, pleasure speaking with. Hi, this is Adrian Alasca, and I would like to know, um, since I'm going to the dentist today, I'd like to get the info of my, um, insurance. Okay. And what's the name of the staffing agency you work for? Sorry, what's that? What's the name of the staffing agency you work for? Um, Doherty. D-O-H-E-R-T-Y. Okay, and the last four digits of your Social? 1709. All right, and... Okay. You said your name's Adrian. And what is the, the, your address and date of birth? Uh, 4-, 431 7th Street North, Breckenridge, Minnesota. August 24, 2001. Okay. Can I have your phone number as 701-899-3408? Yep, that's right. Can I have your email just as adproductions2021@gmail.com? Sure, yeah. Okay. So I do have you enrolled in Dental Vision and Medical, but the deductions haven't started, so you're not active. Oh, they haven't, they haven't deducted anything from this paycheck? No. The, I just got? No, sir. But can I still give you guys information even though not active? No, because then, I mean- That- You could, but you're not active, so it won't cover anything. Oh. So I gotta wait until maybe next paycheck? Let me take a look when your enrollment was processed. Um, so looks like it was just processed on the 9th. It could be next week that it, it starts. It just depends on your staffing agency. Okay. Is there anything else I can assist you with today? What's that? I'm sorry. Is there anything else I can assist you with today? That'll be all then. Thank you. Thank you so much for calling. You have a great day. Thank you. Bye.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Luna, pleasure speaking with.

Speaker speaker_1: Hi, this is Adrian Alasca, and I would like to know, um, since I'm going to the dentist today, I'd like to get the info of my, um, insurance.

Speaker speaker_0: Okay. And what's the name of the staffing agency you work for?

Speaker speaker_1: Sorry, what's that?

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

Speaker speaker_1: Um, Doherty. D-O-H-E-R-T-Y.

Speaker speaker_0: Okay, and the last four digits of your Social?

Speaker speaker_1: 1709.

Speaker speaker_0: All right, and... Okay. You said your name's Adrian. And what is the, the, your address and date of birth?

Speaker speaker_1: Uh, 4-, 431 7th Street North, Breckenridge, Minnesota. August 24, 2001.

Speaker speaker_0: Okay. Can I have your phone number as 701-899-3408?

Speaker speaker_1: Yep, that's right.

Speaker speaker_0: Can I have your email just as adproductions2021@gmail.com?

Speaker speaker_1: Sure, yeah.

Speaker speaker_0: Okay. So I do have you enrolled in Dental Vision and Medical, but the deductions haven't started, so you're not active.

Speaker speaker_1: Oh, they haven't, they haven't deducted anything from this paycheck?

Speaker speaker_0: No.

Speaker speaker_1: The, I just got?

Speaker speaker_0: No, sir.

Speaker speaker_1: But can I still give you guys information even though not active?

Speaker speaker_0: No, because then, I mean-

Speaker speaker_1: That-

Speaker speaker_0: You could, but you're not active, so it won't cover anything.

Speaker speaker_1: Oh. So I gotta wait until maybe next paycheck?

Speaker speaker_0: Let me take a look when your enrollment was processed. Um, so looks like it was just processed on the 9th. It could be next week that it, it starts. It just depends on your staffing agency.

Speaker speaker_1: Okay.

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

Speaker speaker_1: What's that? I'm sorry.

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

Speaker speaker_1: That'll be all then. Thank you.

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

Speaker speaker_1: Thank you. Bye.