

## Transcript: Pearl

**Rojas-6216701682696192-5546621512761344**

### Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card, PERL. Who do I have the pleasure of speaking with? Hi. This is, uh, Tom Scott. And how can I assist you? What's that? How can I assist you? Uh, I just filled out all my benefits at work, uh, 8:00 AM. Um, they said that I had to call this number to finalize it. So, you filled out the enrollment form, uh- Yep. ... at your agency? Yep. Um, so normally they send in that paperwork and it gets processed that way. Um... Um, let me see. Okay. Yeah, I- What is the name of the agency you work for? Uh, it's, uh, ADM or DTC Workforce. Okay, and the last four digits of your Social? Uh... One second here. Um, I do not have my card on me. And you don't know the last four digits of your Social? I do not. I believe it's 9394, but... Um, yes. There we are. And what is your address and date of birth? Uh, my address is 220 7th Avenue, Interland, North Dakota, and date of birth is 08/22/98. All right. And I have your phone number as 701-561-2120? Yes. And I have your email address as tcocks7430 at gmail.com? Yes. Okay. So your company is in- is in- is in open enrollment until the 14th of this month. Um, so as long as I send that paperwork in, we'll go ahead and process it and get you enrolled. Okay. And then it's eight weeks from there. Okay. Um, yep. Do you have any other questions? Nope. All right. Thank you so much for calling. All right. Have a good day. You too.

### Conversation Format

Speaker speaker\_0: Hi. Good morning. Thank you for calling Benefits in a Card, PERL. Who do I have the pleasure of speaking with?

Speaker speaker\_1: Hi. This is, uh, Tom Scott.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: What's that?

Speaker speaker\_0: How can I assist you?

Speaker speaker\_1: Uh, I just filled out all my benefits at work, uh, 8:00 AM. Um, they said that I had to call this number to finalize it.

Speaker speaker\_0: So, you filled out the enrollment form, uh-

Speaker speaker\_1: Yep.

Speaker speaker\_0: ... at your agency?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Um, so normally they send in that paperwork and it gets processed that way. Um... Um, let me see.

Speaker speaker\_1: Okay. Yeah, I-

Speaker speaker\_0: What is the name of the agency you work for?

Speaker speaker\_1: Uh, it's, uh, ADM or DTC Workforce.

Speaker speaker\_0: Okay, and the last four digits of your Social?

Speaker speaker\_1: Uh... One second here. Um, I do not have my card on me.

Speaker speaker\_0: And you don't know the last four digits of your Social?

Speaker speaker\_1: I do not. I believe it's 9394, but...

Speaker speaker\_0: Um, yes. There we are. And what is your address and date of birth?

Speaker speaker\_1: Uh, my address is 220 7th Avenue, Interland, North Dakota, and date of birth is 08/22/98.

Speaker speaker\_0: All right. And I have your phone number as 701-561-2120?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And I have your email address as tcocks7430 at gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So your company is in- is in- is in open enrollment until the 14th of this month. Um, so as long as I send that paperwork in, we'll go ahead and process it and get you enrolled.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And then it's eight weeks from there.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, yep. Do you have any other questions?

Speaker speaker\_1: Nope.

Speaker speaker\_0: All right. Thank you so much for calling.

Speaker speaker\_1: All right.

Speaker speaker\_0: Have a good day.

Speaker speaker\_1: You too.