

Transcript: Pearl

Rojas-6220228202250240-6747019094441984

Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl ... who does ... you're speaking with? Yolanda McGriff. And how can I assist you? Okay, so I received a text stating, "Congrats on your job with Crown. You'll, um, you will be opted into benefits within 30 days. Call BIC at this number to make any changes." Are... Is this Crown Staffing? Yes, it is. Okay. Okay, so the benefits that I want, I can I-... Can I tell you the benefits that I want? Of course. Give me one moment while I pull up your account. Um, so you're working with Crown. No problem. What is the last four digits of your social? 8569. All right. Uh-huh. And your address and date of birth? 147 Riesinger Avenue, Dayton, Ohio 45417. And your date of birth? 3/29/65. I have your phone number as 251-253-3806? Correct. I have your email address as yolanda.mcgriff5@gmail.com? Correct. Right, and what are the plans you wanted? I want, uh, dental and eye. Okay. Okay, and the 401. With the 401, you would speak to your staffing agency. Okay. Um, but dental and vision, I do have. With those plans only, your weekly deduction's only gonna be of \$5.67. Okay. All right, that's great. The coverage is just for yourself, correct? Correct, just for me. Okay, so it'll take one or two weeks for the staffing agency to start making those deductions. Once they do, the following Monday you become active, and then later that week you receive your whole card through the mail. All right, thank you so much. You have a great day. You as well. Thank... Mm, bye-bye.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl ... who does ... you're speaking with?

Speaker speaker_1: Yolanda McGriff.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Okay, so I received a text stating, "Congrats on your job with Crown. You'll, um, you will be opted into benefits within 30 days. Call BIC at this number to make any changes." Are... Is this Crown Staffing?

Speaker speaker_0: Yes, it is.

Speaker speaker_1: Okay. Okay, so the benefits that I want, I can I-... Can I tell you the benefits that I want?

Speaker speaker_0: Of course. Give me one moment while I pull up your account. Um, so you're working with Crown.

Speaker speaker_1: No problem.

Speaker speaker_0: What is the last four digits of your social?

Speaker speaker_1: 8569.

Speaker speaker_0: All right. Uh-huh. And your address and date of birth?

Speaker speaker_1: 147 Riesinger Avenue, Dayton, Ohio 45417.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 3/29/65.

Speaker speaker_0: I have your phone number as 251-253-3806?

Speaker speaker_1: Correct.

Speaker speaker_0: I have your email address as yolanda.mcgriff5@gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Right, and what are the plans you wanted?

Speaker speaker_1: I want, uh, dental and eye.

Speaker speaker_0: Okay.

Speaker speaker_1: Okay, and the 401.

Speaker speaker_0: With the 401, you would speak to your staffing agency.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, but dental and vision, I do have. With those plans only, your weekly deduction's only gonna be of \$5.67.

Speaker speaker_1: Okay. All right, that's great.

Speaker speaker_0: The coverage is just for yourself, correct?

Speaker speaker_1: Correct, just for me.

Speaker speaker_0: Okay, so it'll take one or two weeks for the staffing agency to start making those deductions. Once they do, the following Monday you become active, and then later that week you receive your whole card through the mail.

Speaker speaker_1: All right, thank you so much. You have a great day.

Speaker speaker_0: You as well. Thank... Mm, bye-bye.