

## Transcript: Pearl

**Rojas-6326965089124352-4743729145757696**

### Full Transcript

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl 2000. Who am I speaking with? Charles Brandes. And how can I assist you? Well, um, I'm having a little odd moment where, um, I had signed up for the insurance, uh, through my work. Uh, but it's supposed to activate the sixth, but on the 30th I had gotten... I had fallen at my house and I... because I guess there's no, no first payment has, was made. It never said I... it ever... it doesn't look like it activated. But some people are telling me it did. So I was trying to confirm that. Okay, what's the name of the staffing agency you work for? It was, uh, va- oh, shoot. Val- Valf- Vale- Va- Val- Val- I say it wrong all the time. Give me one second. Um, Val- Valfer? Goddammit, Charles. Sorry. Mm-hmm. Um, Tara. That's... I'm sorry. I'm, like, tampered on other things. Uh, Valtera Staffing? Okay. And the last four digits of your social? 2220. Okay. Um, verify your address and date of birth. Uh, November 10th, 1990 and it's 2900 La Junta Street, Apartment 11204, Fort Worth, Texas, 76114. Okay. And your phone number is 682-248-9501? Right. And have you emailed us at charles.yourlastname@gmail.com? Yes. Okay. Let's see. Okay. So it looks like I have two accounts for you. Can you verify your full social for me? Sure. Um, 623-4022-20. Okay. So this is the right account. Okay, so you were enrolled in coverage, but yeah, it looks like we never received a deduction so it never became active. Oh, shoot. Oh, so I can't use it for anything at the moment, right, then? Correct. Darn it. Yeah, that's what I was wor- I was worried about. 'Cause, yeah, 'cause on the 30th, I called out sick. Just a normal f- flu. But, um, I had slipped on my stairs because I got dizzy and hurt my arm, so I've been out of work. But they want me to go back to get checked up on but it costs a whole lot to get checked up on without insurance. So I was, like, trying to double-check everything. Yes, sir. I'm sorry about that, but unfortunately, the deductions never started, so the coverage isn't active. All righty. That's what I just wanted to double-check. All right. All righty. Well, thank you very much, though. Thank you so much. No problem. You have a great evening. You too. Thank you much.

### Conversation Format

Speaker speaker\_0: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl 2000. Who am I speaking with?

Speaker speaker\_1: Charles Brandes.

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

Speaker speaker\_1: Well, um, I'm having a little odd moment where, um, I had signed up for the insurance, uh, through my work. Uh, but it's supposed to activate the sixth, but on the 30th I had gotten... I had fallen at my house and I... because I guess there's no, no first payment has, was made. It never said I... it ever... it doesn't look like it activated. But some people are telling me it did. So I was trying to confirm that.

Speaker speaker\_0: Okay, what's the name of the staffing agency you work for?

Speaker speaker\_1: It was, uh, va- oh, shoot. Val- Valf- Vale- Va- Val- Val- I say it wrong all the time. Give me one second. Um, Val- Valfer? Goddammit, Charles. Sorry.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Um, Tara. That's... I'm sorry. I'm, like, tampered on other things. Uh, Valtera Staffing?

Speaker speaker\_0: Okay. And the last four digits of your social?

Speaker speaker\_1: 2220.

Speaker speaker\_0: Okay. Um, verify your address and date of birth.

Speaker speaker\_1: Uh, November 10th, 1990 and it's 2900 La Junta Street, Apartment 11204, Fort Worth, Texas, 76114.

Speaker speaker\_0: Okay. And your phone number is 682-248-9501?

Speaker speaker\_1: Right.

Speaker speaker\_0: And have you emailed us at charles.yourlastname@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Let's see. Okay. So it looks like I have two accounts for you. Can you verify your full social for me?

Speaker speaker\_1: Sure. Um, 623-4022-20.

Speaker speaker\_0: Okay. So this is the right account. Okay, so you were enrolled in coverage, but yeah, it looks like we never received a deduction so it never became active.

Speaker speaker\_1: Oh, shoot. Oh, so I can't use it for anything at the moment, right, then?

Speaker speaker\_0: Correct.

Speaker speaker\_1: Darn it. Yeah, that's what I was wor- I was worried about. 'Cause, yeah, 'cause on the 30th, I called out sick. Just a normal f- flu. But, um, I had slipped on my stairs because I got dizzy and hurt my arm, so I've been out of work. But they want me to go back to get checked up on but it costs a whole lot to get checked up on without insurance. So I was, like, trying to double-check everything.

Speaker speaker\_0: Yes, sir. I'm sorry about that, but unfortunately, the deductions never started, so the coverage isn't active.

Speaker speaker\_1: All righty. That's what I just wanted to double-check. All right.

Speaker speaker\_0: All righty.

Speaker speaker\_1: Well, thank you very much, though.

Speaker speaker\_0: Thank you so much. No problem. You have a great evening.

Speaker speaker\_1: You too. Thank you much.