

## Transcript: Pearl

**Rojas-6406812132098048-5198745155584000**

### Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who the hell is Well, you're speaking with? Hi. My name is Santiago, Santiago Jiminez. And how can I assist you? Uh, yeah, I just had a... I had like a few missed calls from this number. I was just calling back. Okay. Do you work for a staffing agency? What was that? I'm sorry. Do you work for a staffing agency? Uh, no, no, no. For staffing? Yes. Uh, no. Uh, this is for, uh, the benefits, correct? Yeah, the, the benefits for, for through staffing agencies. Okay, okay. Yeah. Which one do you work for? I work for, uh, SST. Okay. And the last four digits of your Social? 3738. All righty. And if you can verify your address and date of birth for me. 1601 East Slaughter Lane and, uh, December 18th, 2002. D- did you, um, change addresses or give a different one to the staffing agency? Uh, no. Oh, yeah, well, that's why I'm staying here right now. So, um- What, what's the previous address? Um, let me get it for you. It's on my ID, I'm sorry. You're fine. Uh, shoot, actually don't even have my ID right now. Uh, it does say 20 address though, um, thing. Okay. Um, or you can provide me with your full Social. I just need to verify the account that I'm looking at is the right one. What, my full Social? Yes. Uh, 513-21-3738. All right. So taking a look at your account, um, um, I have that you're enrolled in Vision Dental and VIP Classic, which is your medical. Um... Okay. Your, your company is in open enrollment right now, so you can make any changes that you need, um, or that you would want add or take off anything. Right now your weekly deductions- Okay. ... are gonna be of \$33... \$30.58. Okay. These are weekly deductions. Um, I don't see anything specific that they gave you a call for or anything that would've popped up, but it's most likely- Okay. ... likely that just to, to let you know that you are still in open enrollment until the 30th of this month, um, to make any changes and, and all that. Okay, so after this month, my benefits will still be, uh... I'll still be getting my benefits, correct? Right. Your, your benefits, you're... are, you are, you are still enrolled and- Okay. They are active of, uh, as of the Monday passing, this Monday passing. Um, just if you wanna make any changes or add anything on, this would be the time to do it before the 30th. Okay? Okay. Sounds good. Uh, I did have one question though. Um, I had been waiting for a while since I got employed with SST for my, uh, my actual, uh, benefit card to show up. Uh, I haven't received, received it at all. Okay. Um, so they were with a different carrier and administrator before, so I'm not sure- Okay. ... why they didn't come. Um, but with this company you should receive your cards by the end of the week or the week coming. Okay. Is there any way I could change the address to where it gets sent to? Of course. Yeah, could I get it sent there? 'Cause I'm spending most of my time here, so I would, I would, I would like to get it sent to this address. Okay. What's the address? It's gonna be 1601 East Slaughter Lane, and it's gonna be, uh, lot 270. And that's still San Ant- San Antonio, Texas? That's in Austin, Texas. Okay. All righty. Is there anything else? I have your phone number at 512-656-3352. Uh, yes, ma'am. And your email address

santiago550@icloud.com, right? Yes, ma'am. All right. And when I got the information updated, is there anything else I can assist you with? Uh... What was that? I'm sorry. Is there anything else I can assist you with? Oh, no, ma'am. No, that was it. That was just... Yeah. Just, I just wanted to change the address to where it gets sent to. All righty. Thank you so much for calling. You have a great day. Yes, ma'am. Thank you so much.

## Conversation Format

Speaker speaker\_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who the hell is Well, you're speaking with?

Speaker speaker\_1: Hi. My name is Santiago, Santiago Jiminez.

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

Speaker speaker\_1: Uh, yeah, I just had a... I had like a few missed calls from this number. I was just calling back.

Speaker speaker\_0: Okay. Do you work for a staffing agency?

Speaker speaker\_1: What was that? I'm sorry.

Speaker speaker\_0: Do you work for a staffing agency?

Speaker speaker\_1: Uh, no, no, no. For staffing?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Uh, no. Uh, this is for, uh, the benefits, correct?

Speaker speaker\_0: Yeah, the, the benefits for, for through staffing agencies.

Speaker speaker\_1: Okay, okay. Yeah.

Speaker speaker\_0: Which one do you work for?

Speaker speaker\_1: I work for, uh, SST.

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

Speaker speaker\_1: 3738.

Speaker speaker\_0: All righty. And if you can verify your address and date of birth for me.

Speaker speaker\_1: 1601 East Slaughter Lane and, uh, December 18th, 2002.

Speaker speaker\_0: D- did you, um, change addresses or give a different one to the staffing agency?

Speaker speaker\_1: Uh, no. Oh, yeah, well, that's why I'm staying here right now. So, um-

Speaker speaker\_0: What, what's the previous address?

Speaker speaker\_1: Um, let me get it for you. It's on my ID, I'm sorry.

Speaker speaker\_0: You're fine.

Speaker speaker\_1: Uh, shoot, actually don't even have my ID right now. Uh, it does say 20 address though, um, thing.

Speaker speaker\_0: Okay. Um, or you can provide me with your full Social. I just need to verify the account that I'm looking at is the right one.

Speaker speaker\_1: What, my full Social?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Uh, 513-21-3738.

Speaker speaker\_0: All right. So taking a look at your account, um, um, I have that you're enrolled in Vision Dental and VIP Classic, which is your medical. Um...

Speaker speaker\_1: Okay.

Speaker speaker\_0: Your, your company is in open enrollment right now, so you can make any changes that you need, um, or that you would want add or take off anything. Right now your weekly deductions-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... are gonna be of \$33... \$30.58.

Speaker speaker\_1: Okay.

Speaker speaker\_0: These are weekly deductions. Um, I don't see anything specific that they gave you a call for or anything that would've popped up, but it's most likely-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... likely that just to, to let you know that you are still in open enrollment until the 30th of this month, um, to make any changes and, and all that.

Speaker speaker\_1: Okay, so after this month, my benefits will still be, uh... I'll still be getting my benefits, correct?

Speaker speaker\_0: Right. Your, your benefits, you're... are, you are, you are still enrolled and-

Speaker speaker\_1: Okay.

Speaker speaker\_0: They are active of, uh, as of the Monday passing, this Monday passing. Um, just if you wanna make any changes or add anything on, this would be the time to do it before the 30th. Okay?

Speaker speaker\_1: Okay. Sounds good. Uh, I did have one question though. Um, I had been waiting for a while since I got employed with SST for my, uh, my actual, uh, benefit card to show up. Uh, I haven't received, received it at all.

Speaker speaker\_0: Okay. Um, so they were with a different carrier and administrator before, so I'm not sure-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... why they didn't come. Um, but with this company you should receive your cards by the end of the week or the week coming.

Speaker speaker\_1: Okay. Is there any way I could change the address to where it gets sent to?

Speaker speaker\_0: Of course.

Speaker speaker\_1: Yeah, could I get it sent there? 'Cause I'm spending most of my time here, so I would, I would, I would like to get it sent to this address.

Speaker speaker\_0: Okay. What's the address?

Speaker speaker\_1: It's gonna be 1601 East Slaughter Lane, and it's gonna be, uh, lot 270.

Speaker speaker\_0: And that's still San Ant- San Antonio, Texas?

Speaker speaker\_1: That's in Austin, Texas.

Speaker speaker\_0: Okay. All righty. Is there anything else? I have your phone number at 512-656-3352.

Speaker speaker\_1: Uh, yes, ma'am.

Speaker speaker\_0: And your email address santiago550@icloud.com, right?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All right. And when I got the information updated, is there anything else I can assist you with?

Speaker speaker\_1: Uh... What was that? I'm sorry.

Speaker speaker\_0: Is there anything else I can assist you with?

Speaker speaker\_1: Oh, no, ma'am. No, that was it. That was just... Yeah. Just, I just wanted to change the address to where it gets sent to.

Speaker speaker\_0: All righty. Thank you so much for calling. You have a great day.

Speaker speaker\_1: Yes, ma'am. Thank you so much.