

## Transcript: Pearl

**Rojas-6587412083163136-6369810316574720**

### Full Transcript

Hi. Good morning. Thank you for calling Benefits CenterCard. My name is Pearl Hoodle. Who is this you're speaking with? Layla McBride. And how can I assist you? Um, I just started work through Workforce and I'm supposed to have insurance. She gave me this number to call. Okay, and you said through WorkSource? Yes. Okay, and the last four digits of your social? 0963. Mm. Could you repeat your name for me? I'm sorry? Repeat your name for me. I didn't hear. Uh, Layla McBride. Did you have a different last name? Um, no. I mean, Jennings-Hardy. Hardy, okay. And your address and date of birth? Uh, 2- 217 North 44th, um, Fort Smith, Arkansas 72903 and 12481. All righty. Now your phone number is 479-283-1041? No, that's my husband's. That's my message phone number. Uh, 479-653-4876. All righty. Now your email address is prbldj03... I'm sorry, 0930@gmail.com? Yes. Let's take a look here. So, so it looks like your enrollment is still pending. Um, I have you down for preventative health, dental and vision. Yes. It was processed on the 19th and it'll take one to two weeks. So it's possible this afternoon you see starts your deductions. It sh- um, it should start about the second week of March. Um- Oh, wow. You'll just have to... I'm sorry, what was that? I said, oh, wow. Oh, yeah. Um, because it does take one to two weeks to process and it was just processed on the 19th. Okay. Yeah, because they told me that it would be, like, available as soon as I got my first paycheck, but okay. All righty. Is there anything I can assist you with today? No. Thank you. No problem. Thank you for calling. Have a good day. Mm-hmm.

### Conversation Format

Speaker speaker\_0: Hi. Good morning. Thank you for calling Benefits CenterCard. My name is Pearl Hoodle. Who is this you're speaking with?

Speaker speaker\_1: Layla McBride.

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

Speaker speaker\_1: Um, I just started work through Workforce and I'm supposed to have insurance. She gave me this number to call.

Speaker speaker\_0: Okay, and you said through WorkSource?

Speaker speaker\_1: Yes.

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

Speaker speaker\_1: 0963. Mm.

Speaker speaker\_0: Could you repeat your name for me?

Speaker speaker\_1: I'm sorry?

Speaker speaker\_0: Repeat your name for me.

Speaker speaker\_1: I didn't hear. Uh, Layla McBride.

Speaker speaker\_0: Did you have a different last name?

Speaker speaker\_1: Um, no. I mean, Jennings-Hardy.

Speaker speaker\_0: Hardy, okay. And your address and date of birth?

Speaker speaker\_1: Uh, 2- 217 North 44th, um, Fort Smith, Arkansas 72903 and 12481.

Speaker speaker\_0: All righty. Now your phone number is 479-283-1041?

Speaker speaker\_1: No, that's my husband's. That's my message phone number. Uh, 479-653-4876.

Speaker speaker\_0: All righty. Now your email address is prbldj03... I'm sorry, 0930@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Let's take a look here. So, so it looks like your enrollment is still pending. Um, I have you down for preventative health, dental and vision.

Speaker speaker\_1: Yes.

Speaker speaker\_0: It was processed on the 19th and it'll take one to two weeks. So it's possible this afternoon you see starts your deductions. It sh- um, it should start about the second week of March. Um-

Speaker speaker\_1: Oh, wow.

Speaker speaker\_0: You'll just have to... I'm sorry, what was that?

Speaker speaker\_1: I said, oh, wow.

Speaker speaker\_0: Oh, yeah. Um, because it does take one to two weeks to process and it was just processed on the 19th.

Speaker speaker\_1: Okay. Yeah, because they told me that it would be, like, available as soon as I got my first paycheck, but okay.

Speaker speaker\_0: All righty. Is there anything I can assist you with today?

Speaker speaker\_1: No. Thank you.

Speaker speaker\_0: No problem. Thank you for calling. Have a good day.

Speaker speaker\_1: Mm-hmm.