

## Transcript: Pearl

**Rojas-6677672250884096-5031736428773376**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Uh, um, my name is Gloria Datu. Hi. Um, I'm calling regarding my, my card. Um, the vision coverage for family. I have the group number, ID number. Okay then what's, and what's going on with that card? Um, I just bring my son to, uh, the doctor, the visit. Here at Walmart, and then they told me that my, you guys put my name, my, my son name as a spouse. Okay, I can definitely take a look for you. What's the name of your staffing agency? What's that? What's the name of the staffing agency you work for? Um, MAU. Um, uh, Kimberly Clark. Okay. What are the last four digits of your Social? 9485. Hello? Huh? And you said that your last name is Clark? No, my, my last name is D-A-T-U, Datu. I thought you were, you were asking, um, about, uh, where I work. Sorry. What is your address and date of birth? My a- address is 950 East 125 North Street, Unit A, here in Ogden, Utah 84404. And your date of birth? 12/12/84. Okay. And I have your phone number as 385-408-7267. Yes. Okay. Let's see. And what is your son's name? Um, it's Laninni, L-A-N-I-N-N-I. The middle name is Jogear. The last name is J-O-G-E-A-R-Y. Uh, I have in our system that he's down as a child. Oh, I, I, I don't understand when they pulled that up on their system. They said, "Oh, your coverage put your son as a spouse." And I'm like, "No, that's weird." Yeah, I have him down as a, as the, as a child dependent. If you'd like, I can transfer you to the insurance carrier. Um, actually give me one second. Um... Yeah. The, the, my spouse is my husband, um, Jim, Jim, right? Yes, I have it Jim as your spouse. Yeah. That's weird. They, they even told me that, I just came from there and then they said, "You have to call them and ask them why they put your son as a spouse. That's weird." I'm like, "I know, uh, I will, I will make sure I, I get home and call." Okay. Yeah. No worries.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker\_2: Uh, um, my name is Gloria Datu. Hi. Um, I'm calling regarding my, my card. Um, the vision coverage for family. I have the group number, ID number.

Speaker speaker\_1: Okay then what's, and what's going on with that card?

Speaker speaker\_2: Um, I just bring my son to, uh, the doctor, the visit. Here at Walmart, and then they told me that my, you guys put my name, my, my son name as a spouse.

Speaker speaker\_1: Okay, I can definitely take a look for you. What's the name of your staffing agency?

Speaker speaker\_2: What's that?

Speaker speaker\_1: What's the name of the staffing agency you work for?

Speaker speaker\_2: Um, MAU. Um, uh, Kimberly Clark.

Speaker speaker\_1: Okay. What are the last four digits of your Social?

Speaker speaker\_2: 9485.

Speaker speaker\_3: Hello? Huh?

Speaker speaker\_1: And you said that your last name is Clark?

Speaker speaker\_2: No, my, my last name is D-A-T-U, Datu. I thought you were, you were asking, um, about, uh, where I work. Sorry.

Speaker speaker\_1: What is your address and date of birth?

Speaker speaker\_2: My a- address is 950 East 125 North Street, Unit A, here in Ogden, Utah 84404.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: 12/12/'84.

Speaker speaker\_1: Okay. And I have your phone number as 385-408-7267.

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Let's see. And what is your son's name?

Speaker speaker\_2: Um, it's Laninni, L-A-N-I-N-N-I. The middle name is Jogear. The last name is J-O-G-E-A-R-Y.

Speaker speaker\_1: Uh, I have in our system that he's down as a child.

Speaker speaker\_2: Oh, I, I, I don't understand when they pulled that up on their system. They said, "Oh, your coverage put your son as a spouse." And I'm like, "No, that's weird."

Speaker speaker\_1: Yeah, I have him down as a, as the, as a child dependent. If you'd like, I can transfer you to the insurance carrier. Um, actually give me one second. Um...

Speaker speaker\_2: Yeah. The, the, my spouse is my husband, um, Jim, Jim, right?

Speaker speaker\_1: Yes, I have it Jim as your spouse.

Speaker speaker\_2: Yeah. That's weird. They, they even told me that, I just came from there and then they said, "You have to call them and ask them why they put your son as a spouse."

That's weird." I'm like, "I know, uh, I will, I will make sure I, I get home and call."

Speaker speaker\_4: Okay. Yeah. No worries.