

## **Transcript: Pearl**

**Rojas-6705403414495232-5772591656124416**

### **Full Transcript**

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who am I going to be speaking with? Hello, my name is Corbyn Dibble. And how can I assist you? Um, I wanted to make a change to my plan. I've thought about it and I want to adjust it. Okay. What's the name of the staffing agency you work for? Work Smart Staffing. And the last four digits of your social? 1966. And if you can verify your address and date of birth for me. 25 Road, Apartment 237, Greenville, South Carolina 29615 and my birthday is 03/05/2002. Your phone number is 574-710-9909? Yes. And I have your email address as kdivville7272@gmail.com? Yeah. All righty. And which changes did you want to make today? Um, I think want to take off the VIP Classic... and just keep the MEC and the dental and vision. Okay. No worries. So we're going to take... We're going to do MEC, dental and vision. Correct? Yeah. Okay. So that brings your weekly deductions to \$22.31. Okay. And it will still be about the same timeframe of the one to two weeks for the staffing agency to make those adj- adjustments. Okay? Okay. Thank you. I appreciate it. No problem. Thanks so much for calling. Have a good day.

### **Conversation Format**

Speaker speaker\_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who am I going to be speaking with?

Speaker speaker\_1: Hello, my name is Corbyn Dibble.

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

Speaker speaker\_1: Um, I wanted to make a change to my plan. I've thought about it and I want to adjust it.

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

Speaker speaker\_1: Work Smart Staffing.

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

Speaker speaker\_1: 1966.

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

Speaker speaker\_1: 25

Speaker speaker\_2: Road, Apartment 237, Greenville, South Carolina 29615 and my birthday is 03/05/2002.

Speaker speaker\_0: Your phone number is 574-710-9909?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And I have your email address as kdiville7272@gmail.com?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: All righty. And which changes did you want to make today?

Speaker speaker\_1: Um, I think want to take off the VIP Classic... and just keep the MEC and the dental and vision.

Speaker speaker\_0: Okay. No worries. So we're going to take... We're going to do MEC, dental and vision. Correct?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. So that brings your weekly deductions to \$22.31.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And it will still be about the same timeframe of the one to two weeks for the staffing agency to make those adj- adjustments. Okay?

Speaker speaker\_1: Okay. Thank you. I appreciate it.

Speaker speaker\_0: No problem. Thanks so much for calling. Have a good day.