

Transcript: Pearl

Rojas-6739963868561408-6521059311304704

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning, thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? My name is Bridget Valdez. I'm actually calling on behalf of my spouse, my husband. I need to see if he is enrolled in benefits, please. Okay. In order to, to access his account, I will need to either speak with him or him give you authorization to see his account. Okay. Hold on. He is right here. Hello? Hello, this is Allen. Hi, Mr. Allen. Do you give your wife, um, permission to access your account? Yes, ma'am. All right. Thank you so much for that. Okay. Okay. What's the name of the staffing agency he works for? Um, he works for the... for the temp agency. Is that what you said? Wait, for which one? Um, TRS Staffing. And the last four digits of his social? Um, 69...1960. The last four of his social 1960? Yes. Okay. And if you can confirm his address and date of birth. Um, date of birth is 07/07/65. Address is 4956 East 125th Avenue, Thornton, Colorado 80241. Okay. Now his phone number is 303-304-0820? Correct. All righty. And I have his email address as allenvaldez without the E.av@gmail.com? Yes, that's correct. All righty. So taking a look here, there is no active coverage or any pending enrollments. All right. Thank you. No problem. Thank you so much for calling in Uh-huh. Okay. So we're going to...

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good morning, thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_2: My name is Bridget Valdez. I'm actually calling on behalf of my spouse, my husband. I need to see if he is enrolled in benefits, please.

Speaker speaker_1: Okay. In order to, to access his account, I will need to either speak with him or him give you authorization to see his account.

Speaker speaker_2: Okay. Hold on. He is right here.

Speaker speaker_3: Hello? Hello, this is Allen.

Speaker speaker_1: Hi, Mr. Allen. Do you give your wife, um, permission to access your account?

Speaker speaker_3: Yes, ma'am.

Speaker speaker_1: All right. Thank you so much for that.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. What's the name of the staffing agency he works for?

Speaker speaker_2: Um, he works for the... for the temp agency. Is that what you said?

Speaker speaker_1: Wait, for which one?

Speaker speaker_2: Um, TRS Staffing.

Speaker speaker_1: And the last four digits of his social?

Speaker speaker_2: Um, 69...1960.

Speaker speaker_1: The last four of his social 1960?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And if you can confirm his address and date of birth.

Speaker speaker_2: Um, date of birth is 07/07/65. Address is 4956 East 125th Avenue, Thornton, Colorado 80241.

Speaker speaker_1: Okay. Now his phone number is 303-304-0820?

Speaker speaker_2: Correct.

Speaker speaker_1: All righty. And I have his email address as allenvalez without the E.av@gmail.com?

Speaker speaker_2: Yes, that's correct.

Speaker speaker_1: All righty. So taking a look here, there is no active coverage or any pending enrollments.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: No problem. Thank you so much for calling in

Speaker speaker_2: Uh-huh. Okay. So we're going to...