

## **Transcript: Pearl**

**Rojas-4558575391260672-4834460870688768**

### **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? Tina Knott. And how can I assist you, Ms. Knott? Um, I got a message from you guys saying that I need to, uh, to, uh... What is again? It was to do something within 30 days. Mm-hmm. Do you work for a staffing agency? Are you guys... Yeah. Did you recently start? Yeah. Okay. So, it could be that it was just letting you know that your staffing agency offers healthcare benefits to their employees. Um, which staffing agency do you work for? Um, oh, gosh, it's Personnel. Hmm. Partners Personnel? Partners Personnel, yes. Okay. So, they offer- Uh-huh. ... healthcare benefits to their employees. So, medical, dental, vision, short-term disability, stuff like that. Um, and you are able to enroll within the first 30 days of receiving your first paycheck. The price depends on how many plans you choose 'cause everything is separate, dental, medical, vision. All of it's separate, um, and who you choose to cover. And it's something that's deducted from your check every week. You're not obligated to have it. It's just something they offer. Okay. Thank you. Uh, that's okay then. Thank you. No problem. You have a great day. You too. Bye.

### **Conversation Format**

Speaker speaker\_0: 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?

Speaker speaker\_1: Tina Knott.

Speaker speaker\_0: And how can I assist you, Ms. Knott?

Speaker speaker\_1: Um, I got a message from you guys saying that I need to, uh, to, uh... What is again? It was to do something within 30 days.

Speaker speaker\_0: Mm-hmm. Do you work for a staffing agency?

Speaker speaker\_1: Are you guys... Yeah.

Speaker speaker\_0: Did you recently start?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. So, it could be that it was just letting you know that your staffing agency offers healthcare benefits to their employees. Um, which staffing agency do you work for?

Speaker speaker\_1: Um, oh, gosh, it's Personnel.

Speaker speaker\_0: Hmm. Partners Personnel?

Speaker speaker\_1: Partners Personnel, yes.

Speaker speaker\_0: Okay. So, they offer-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: ... healthcare benefits to their employees. So, medical, dental, vision, short-term disability, stuff like that. Um, and you are able to enroll within the first 30 days of receiving your first paycheck. The price depends on how many plans you choose 'cause everything is separate, dental, medical, vision. All of it's separate, um, and who you choose to cover. And it's something that's deducted from your check every week. You're not obligated to have it. It's just something they offer.

Speaker speaker\_1: Okay. Thank you. Uh, that's okay then. Thank you.

Speaker speaker\_0: No problem. You have a great day.

Speaker speaker\_1: You too. Bye.