

## Transcript: Pearl

**Rojas-4564957029122048-5868797431037952**

### Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who- who is speaking with? Yes, I can speak English, because I am your customer. I work with you. I am Eli. Okay. And how can I assist you? Good. I want to know if you have position available for me. We are not the staffing agency. We take care of the health care. My ID? No. We are not the staffing agency. Oh, okay, okay, okay. Eh, I- I have an application with Surge. We are- we are not Surge. We do the health care. We do the insurance for medical insurance. Oh, okay, okay, okay. Okay. I have to- to apply. You have to call Surge. We're not Surge. Okay, okay, okay. I'm... Okay, okay, okay. I see that. Thank you so much. Thank you for calling. You have a great day. I think that's Surge staffing. No, we're not that one. Thank you. You have a great day. Okay. Same to you. Have a good afternoon.

### Conversation Format

Speaker speaker\_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who- who is speaking with?

Speaker speaker\_1: Yes, I can speak English, because I am your customer. I work with you. I am Eli.

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

Speaker speaker\_1: Good. I want to know if you have position available for me.

Speaker speaker\_0: We are not the staffing agency. We take care of the health care.

Speaker speaker\_1: My ID?

Speaker speaker\_0: No. We are not the staffing agency.

Speaker speaker\_1: Oh, okay, okay, okay. Eh, I- I have an application with Surge.

Speaker speaker\_0: We are- we are not Surge. We do the health care. We do the insurance for medical insurance.

Speaker speaker\_1: Oh, okay, okay, okay. Okay. I have to- to apply.

Speaker speaker\_0: You have to call Surge. We're not Surge.

Speaker speaker\_1: Okay, okay, okay. I'm... Okay, okay, okay. I see that. Thank you so much.

Speaker speaker\_0: Thank you for calling. You have a great day.

Speaker speaker\_1: I think that's Surge staffing.

Speaker speaker\_0: No, we're not that one. Thank you. You have a great day.

Speaker speaker\_1: Okay. Same to you. Have a good afternoon.