

Transcript: Pearl

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Full Transcript

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, yes, ma'am. My name is Leonard Watkins. And how can I assist you? Uh, yes. Um, I just got a, uh, r- I just accepted a role with ManCan, uh, to work with the company. And I'm calling to set up my, uh, benefits card. Okay. Um, set it up as in enroll or are you trying to, um- I'm try- I'm- ... did you receive your card already? No, I'm trying to enroll. I, I ha- I haven't received the card yet. I just have the paper with how I'm supposed to set up everything. Okay, great. What is the name of the staffing agency you work for? Uh, uh, well, I, I was hired through ManCa- uh, ManCan. Um, and the business is called... hang on one moment. It's called Dar Electric. So, ManCan. And what are the last four digits of your Social? Uh, 6743. All righty. Give me one moment. And you said your name is Mr. Leonard Watkins? Okay. So, since you just- Tomorrow's my first day. Go ahead. Yeah, tomorrow's my first day. All right. So, since you just started with ManCan, your information isn't in the system yet, so we can do one of two things. I can either create your account today, but I will need your full social name, address, date of birth, phone number, email address and get you enrolled today. Mm-hmm. Or we can wait until ManCan sends over your information. They do give you 30 days after receiving your first paycheck to enroll. Okay. It's just however you prefer. Uh, so they will send you all my information after I start? Um, it could be. They, they... it just depends on when the staffing agency, um, exports all their information to us. Um, but they give you from your first paycheck, they give you 30 days after to enroll. Oh, okay. So, you can wait- Okay. ... until your first paycheck and see if it's been, um... it just depends on the staffing agency. Okay. I, I'll probably wait until, uh, I get my first paycheck then. That'll be fine. All right. Sounds great. Um, do you have a benefit guide to show you what exactly the plan offer? Uh, yes. I have a, I have a booklet right here. Okay, great. If you have any questions, we're here Monday the, Monday to Friday 8:00 AM to 8:00 PM Eastern Standard Time. Very well. Thank you so very much. No problem. Thank you so much for calling. You have a great day, Mr. Watkins. You too. Bye-bye.

Conversation Format

Speaker speaker_0: 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: Uh, yes, ma'am. My name is Leonard Watkins.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Uh, yes. Um, I just got a, uh, r- I just accepted a role with ManCan, uh, to work with the company. And I'm calling to set up my, uh, benefits card.

Speaker speaker_0: Okay. Um, set it up as in enroll or are you trying to, um-

Speaker speaker_1: I'm try- I'm-

Speaker speaker_0: ... did you receive your card already?

Speaker speaker_1: No, I'm trying to enroll. I, I ha- I haven't received the card yet. I just have the paper with how I'm supposed to set up everything.

Speaker speaker_0: Okay, great. What is the name of the staffing agency you work for?

Speaker speaker_1: Uh, uh, well, I, I was hired through ManCa- uh, ManCan. Um, and the business is called... hang on one moment. It's called Dar Electric.

Speaker speaker_0: So, ManCan. And what are the last four digits of your Social?

Speaker speaker_1: Uh, 6743.

Speaker speaker_0: All righty. Give me one moment. And you said your name is Mr. Leonard Watkins? Okay. So, since you just-

Speaker speaker_1: Tomorrow's my first day.

Speaker speaker_0: Go ahead.

Speaker speaker_1: Yeah, tomorrow's my first day.

Speaker speaker_0: All right. So, since you just started with ManCan, your information isn't in the system yet, so we can do one of two things. I can either create your account today, but I will need your full social name, address, date of birth, phone number, email address and get you enrolled today.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Or we can wait until ManCan sends over your information. They do give you 30 days after receiving your first paycheck to enroll.

Speaker speaker_1: Okay.

Speaker speaker_0: It's just however you prefer.

Speaker speaker_1: Uh, so they will send you all my information after I start?

Speaker speaker_0: Um, it could be. They, they... it just depends on when the staffing agency, um, exports all their information to us. Um, but they give you from your first paycheck, they give you 30 days after to enroll.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: So, you can wait-

Speaker speaker_1: Okay.

Speaker speaker_0: ... until your first paycheck and see if it's been, um... it just depends on the staffing agency.

Speaker speaker_1: Okay. I, I'll probably wait until, uh, I get my first paycheck then. That'll be fine.

Speaker speaker_0: All right. Sounds great. Um, do you have a benefit guide to show you what exactly the plan offer?

Speaker speaker_1: Uh, yes. I have a, I have a booklet right here.

Speaker speaker_0: Okay, great. If you have any questions, we're here Monday the, Monday to Friday 8:00 AM to 8:00 PM Eastern Standard Time.

Speaker speaker_1: Very well. Thank you so very much.

Speaker speaker_0: No problem. Thank you so much for calling. You have a great day, Mr. Watkins.

Speaker speaker_1: You too. Bye-bye.