

Transcript: Pearl

Rojas-4654956366315520-6187652355768320

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Um, this is Joseph. Um, I was calling because, um, I recently was working with Surge Staffing. Is that who this is with? Um, we do work with Surge but we do also work with a couple different other staffing agencies, but we do work with Surge, yes. Okay. And I received a text message about, um, uh, a recent job, so I was just curious as to, um, what this is for. Oh, okay. We are not the, actually Surge, we're not the staffing agency. We take care of the healthcare for, um, for Surge. Oh, okay. So if you got a text message from Surge, you'd have to call them about that job. Okay. And, um, do I have any healthcare benefits available to me right now? Are you currently working- No. ... with a staffing agency? Uh, no. So the healthcare is only offered when you're actually active with, uh, working with the staffing agency on assignment. Oh, okay. Okay. Okay. Well, I appreciate your help. No problem. Thank you so much for calling. You have a great day. Thanks. Bye.

Conversation Format

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

Speaker speaker_1: 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_2: Um, this is Joseph. Um, I was calling because, um, I recently was working with Surge Staffing. Is that who this is with?

Speaker speaker_1: Um, we do work with Surge but we do also work with a couple different other staffing agencies, but we do work with Surge, yes.

Speaker speaker_2: Okay. And I received a text message about, um, uh, a recent job, so I was just curious as to, um, what this is for.

Speaker speaker_1: Oh, okay. We are not the, actually Surge, we're not the staffing agency. We take care of the healthcare for, um, for Surge.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: So if you got a text message from Surge, you'd have to call them about that job.

Speaker speaker_2: Okay. And, um, do I have any healthcare benefits available to me right now?

Speaker speaker_1: Are you currently working-

Speaker speaker_2: No.

Speaker speaker_1: ... with a staffing agency?

Speaker speaker_2: Uh, no.

Speaker speaker_1: So the healthcare is only offered when you're actually active with, uh, working with the staffing agency on assignment.

Speaker speaker_2: Oh, okay. Okay. Okay. Well, I appreciate your help.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_2: Thanks. Bye.