

Transcript: Pearl

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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? Charlene Smith. And how can I assist you? Um, I'm calling about your, um... I- is this for benefits? Yes. For Career, with Career Builders? Yes. Yes. I'm calling to, um, find out how much it costs to enroll with your current- I'm sorry, you said Career Builders? Yes. Career Buil- I don't have an- an- an H- We do do Benefits, but I don't have an agency named Career Builders. No, 'cause I got a text message from y'all. Would it- would your staff agency perhaps have a different name? I don't know. Y'all said ATC something. Nevermind. Okay. The- ATC Healthcare we do work with. It could be that it, um, it has a different name depending on where you're at. Um, so the price of the- the benefits depends on who you choose to cover and how many plans you choose because the two plans are all separate, dental, medical, vision, short-term disability, life insurance. Um, all those things are separate. If you'd like, I can send you a copy of the benefit guide and it'll show you all the plans and what's- uh, what they cover and how much they cost. Okay. That sounds good. Yeah. And then they do give you 30 days from the date of your first paycheck to enroll. Yes. What is your email address? It's C like in Charles, H like Harry, Smith, 887 at gmail.com. So s- I'm sorry, C- C like in Charles. Which email- Uh-huh. H like Harry, Smith, 887 at gmail.com. Okay. And this email's gonna come from info at benefits in a card dot com. It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder. Okay? Okay. Thank you. No problem. Thank you so much for calling. You have a great day. You too. Enjoy your Thanksgiving. You as well. Bye-bye. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: 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_2: Charlene Smith.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Um, I'm calling about your, um... I- is this for benefits?

Speaker speaker_1: Yes.

Speaker speaker_2: For Career, with Career Builders?

Speaker speaker_1: Yes.

Speaker speaker_2: Yes. I'm calling to, um, find out how much it costs to enroll with your current-

Speaker speaker_1: I'm sorry, you said Career Builders?

Speaker speaker_2: Yes.

Speaker speaker_1: Career Buil- I don't have an- an- an H- We do do Benefits, but I don't have an agency named Career Builders.

Speaker speaker_2: No, 'cause I got a text message from y'all.

Speaker speaker_1: Would it- would your staff agency perhaps have a different name?

Speaker speaker_2: I don't know. Y'all said ATC something. Nevermind.

Speaker speaker_1: Okay. The- ATC Healthcare we do work with. It could be that it, um, it has a different name depending on where you're at. Um, so the price of the- the benefits depends on who you choose to cover and how many plans you choose because the two plans are all separate, dental, medical, vision, short-term disability, life insurance. Um, all those things are separate. If you'd like, I can send you a copy of the benefit guide and it'll show you all the plans and what's- uh, what they cover and how much they cost.

Speaker speaker_2: Okay. That sounds good.

Speaker speaker_1: Yeah. And then they do give you 30 days from the date of your first paycheck to enroll.

Speaker speaker_2: Yes.

Speaker speaker_1: What is your email address?

Speaker speaker_2: It's C like in Charles, H like Harry, Smith, 887 at gmail.com.

Speaker speaker_1: So s- I'm sorry, C-

Speaker speaker_2: C like in Charles.

Speaker speaker_1: Which email- Uh-huh.

Speaker speaker_2: H like Harry, Smith, 887 at gmail.com.

Speaker speaker_1: Okay. And this email's gonna come from info at benefits in a card dot com. It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder. Okay?

Speaker speaker_2: Okay. Thank you.

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

Speaker speaker_2: You too. Enjoy your Thanksgiving.

Speaker speaker_1: You as well. Bye-bye.

Speaker speaker_2: Thank you. Bye-bye.