

## **Transcript: Pearl**

**Rojas-4782746951434240-6082673161748480**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, with Mr. Howell, please. Yes. Hi, my name is Pearl. I'm calling from Benefits in a Cart on behalf of your staffing agency, BP Staffing. Yes, ma'am. Before I continue, I do have to advise the call is being recorded for quality and security purposes. We are processing healthcare enrollment forms and on your form, you chose coverage, you chose a plan, but then you also chose no coverage to choose not to participate. So we're just calling to see which which if you're wanting to enroll or not. Um, I'm- I- I was just confused on what it... that I... about what like what it is and things, and that I, I don't really understand it. Okay. So it's healthcare coverage. It's like medical, dental, vision, short-term disability, stuff like that. Oh, okay. Um, would it be it'll be ta- taken outta checks, like taxes and things like that? Yes. It'll be taken outta your check every week. Um, yeah, I wouldn't like to participate in it then. Okay. I'll go ahead and update your account. Thank you so much for attending my call. Thank you.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, with Mr. Howell, please.

Speaker speaker\_2: Yes.

Speaker speaker\_1: Hi, my name is Pearl. I'm calling from Benefits in a Cart on behalf of your staffing agency, BP Staffing.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Before I continue, I do have to advise the call is being recorded for quality and security purposes. We are processing healthcare enrollment forms and on your form, you chose coverage, you chose a plan, but then you also chose no coverage to choose not to participate. So we're just calling to see which which if you're wanting to enroll or not.

Speaker speaker\_2: Um, I'm- I- I was just confused on what it... that I... about what like what it is and things, and that I, I don't really understand it.

Speaker speaker\_1: Okay. So it's healthcare coverage. It's like medical, dental, vision, short-term disability, stuff like that.

Speaker speaker\_2: Oh, okay. Um, would it be it'll be ta- taken outta checks, like taxes and things like that?

Speaker speaker\_1: Yes. It'll be taken outta your check every week.

Speaker speaker\_2: Um, yeah, I wouldn't like to participate in it then.

Speaker speaker\_1: Okay. I'll go ahead and update your account. Thank you so much for attending my call.

Speaker speaker\_2: Thank you.