

Transcript: Pearl

Rojas-5130789886541824-6268239094661120

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? I don't have anyone calling. Okay. Do you work for a staffing agency? Mm-hmm. For which one? Elwood. That's the name of where you applied? I'm a- I don't know. Okay. We are here- I didn't have anything call. Okay. We're the healthcare administrators for staffing agencies, um, for the healthcare benefits, so it- it could be in regards to your healthcare benefits, but I do need the name of the staffing agency you work for to check if we have an account for you. Is it NAU? We do work with them. What are the last four digits of your social? 9363. And your name? Khadija.

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: I

Speaker speaker_2: don't have anyone calling.

Speaker speaker_0: Okay. Do you work for a staffing agency?

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: For which one?

Speaker speaker_2: Elwood.

Speaker speaker_0: That's the name of where you applied?

Speaker speaker_2: I'm a- I don't know.

Speaker speaker_0: Okay. We are here-

Speaker speaker_2: I didn't have anything call.

Speaker speaker_0: Okay. We're the healthcare administrators for staffing agencies, um, for the healthcare benefits, so it- it could be in regards to your healthcare benefits, but I do need the name of the staffing agency you work for to check if we have an account for you.

Speaker speaker_2: Is it NAU?

Speaker speaker_0: We do work with them. What are the last four digits of your social?

Speaker speaker_2: 9363.

Speaker speaker_0: And your name?

Speaker speaker_2: Khadija.