

Transcript: Pearl

Rojas-5212103322157056-5150230560161792

Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who can I place your speaking? Uh, this is Johnny Marshall. And how can I assist you? Yes, ma'am. I, uh, I work for Innovative Staff Solutions and I got a text from you guys, and I was just re-wondering what it was regarding. Yeah. What does the text message say? It said, uh, "Congratulations," and, uh, to collect my card, call this number. Okay. So, um, your staffing agency offers healthcare benefits to employees, so medical, dental, vision, short-term disability, stuff like that. Um, the price depends on how many plans you choose because everything is separate, and who you choose to cover, and it's 17.33 a check every week. Okay. Yeah. I, I, I seen when I filled out the application, I, I had clicked on the box and I'd seen where they had, uh, been taken out for insurance. You know? So, that, that's what this is then? Mm-hmm. Okay. Will they send me, um, some paperwork or something, or...? Um, let me... Give me one moment. Uh, repeat the name of your staffing agency. What's that? Repeat the name of your staffing agency. It's, uh, Innovative Staffing Solutions. Okay. And the last four digits of your social? 6061. And if you can confirm your address and date of birth. It's 9468, number 61 Valley View Trailer Court, Taylorville, Illinois. Okay. And your phone number is 217-561-1683? Yes. Okay. So you're enrolled in the medical plan and you became active today, so you should receive your medical card in your email by the end, the end of the week. Okay. All righty. Thank you, ma'am. No problem. Thank you so much for calling. You have a great day. All right.

Conversation Format

Speaker speaker_0: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who can I place your speaking?

Speaker speaker_1: Uh, this is Johnny Marshall.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Yes, ma'am. I, uh, I work for Innovative Staff Solutions and I got a text from you guys, and I was just re-wondering what it was regarding.

Speaker speaker_0: Yeah. What does the text message say?

Speaker speaker_1: It said, uh, "Congratulations," and, uh, to collect my card, call this number.

Speaker speaker_0: Okay. So, um, your staffing agency offers healthcare benefits to employees, so medical, dental, vision, short-term disability, stuff like that. Um, the price depends on how many plans you choose because everything is separate, and who you choose to cover, and it's 17.33 a check every week.

Speaker speaker_1: Okay. Yeah. I, I, I seen when I filled out the application, I, I had clicked on the box and I'd seen where they had, uh, been taken out for insurance. You know? So, that, that's what this is then?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay. Will they send me, um, some paperwork or something, or...?

Speaker speaker_0: Um, let me... Give me one moment. Uh, repeat the name of your staffing agency.

Speaker speaker_1: What's that?

Speaker speaker_0: Repeat the name of your staffing agency.

Speaker speaker_1: It's, uh, Innovative Staffing Solutions.

Speaker speaker_0: Okay. And the last four digits of your social?

Speaker speaker_1: 6061.

Speaker speaker_0: And if you can confirm your address and date of birth.

Speaker speaker_1: It's 9468, number 61 Valley View Trailer Court, Taylorville, Illinois.

Speaker speaker_0: Okay. And your phone number is 217-561-1683?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So you're enrolled in the medical plan and you became active today, so you should receive your medical card in your email by the end, the end of the week.

Speaker speaker_1: Okay. All righty. Thank you, ma'am.

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

Speaker speaker_1: All right.